Ames Area 2008 Passenger Transportation Development Plan

Submittal Date: March 30, 2007



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Introduction

The Passenger Transportation Development Plan (PTDP) is a required planning document mandated by the newly reauthorized transportation bill SAFETEA-LU. This mandate charged each urbanized and regional area with the task of coordinating transportation with all transportation providers and human service agencies to improve transportation services for persons with disabilities, older residents and individuals with lower incomes. The Iowa Department of Transportation is requiring the Ames Area Metropolitan Planning Organization (AAMPO) to be responsible for the Ames area plan. The AAMPO will approve the final recommendations within the PTDP plan due to their overall responsibility.

The PTDP document is a four-year plan to identify needs, objectives and goals that will identify transportation projects to meet these needs and goals. The plan will be modified each year. Its primary focus is to develop services for the disabled, aging, and low-income populations. It is also an arena to allow human service providers to discuss needs for their specific clients that will result in a better transportation network for all residents. This is also an avenue to avoid possible duplication of services to allow coordination between service and transportation providers. It is anticipated that this coordinated plan will enhance transportation access, minimize duplication of federal services and encourage cost-effective transportation solutions.

Furthermore, all federal funding directed toward underserved populations: the Elderly and Disabled program (5310); the Job Access and Reverse Commute (5316) and the New Freedom program (5317) are required to have a coordinative effort in developing needs and objectives within this plan. Beginning in FY2007, federal law requires that all projects proposing use of federal assistance from 5310, 5316 and 5317 must first be derived from the PTDP document. Iowa requires that all projects receiving either state or federal transit funding be included in the PTDP. Any projects developed within the PTDP by the AAMPO can then be incorporated into the local Transportation Improvement Plan (TIP) for further inclusion into the statewide TIP.

Finally, participation and enhanced communication by multiple partners will result from this planning effort. Coordination will encompass not only the transit providers (private and public), but human service agencies as well to realize this PTDP. The success of the plan depends on community-wide involvement and participation in the planning process.

Background

In response to the new SAFETEA-LU bill, the Iowa Department of Transportation developed guidelines for MPO's to formulate their own Passenger Transportation Development Planning process (PTDP). The Office of Public Transit began by conducting regional Mobility Action Planning (MAP) conferences during the summer 2006 in cooperation with MPO's and transit systems. The goal was to assist MPO and RPA agencies to complete their PTDP process by February 1, 2007.

The Ames Passenger Transportation Development Plan discusses the transportation efforts within the City of Ames city limits as required by federal and IDOT guidelines. The Central Iowa Regional Transportation Planning Agency (CIRTPA/Region 11) is responsible for the rural PTDP efforts for the following eight counties: Boone County, Dallas County, Jasper County, Madison County, Marion County, Polk County, Story County and Warren County. Story County encompasses the Ames city limits and therefore transportation outside of the urbanized Ames city limits would be covered by CIRPTA's PTDP document. The two metropolitan areas of Ames and Des Moines would be excluded within CIRPTA's efforts since their respective Metropolitan Planning Organizations are responsible for coordination within their urbanized areas.

Ames began their PTDP process in November 2006. This PTDP incorporated a coordinated planning process bringing both Transportation Providers and Human Service Agencies to the table in early January 2007 to discuss issues/needs and possible solutions for those needs. It is there that the needs of all parties were addressed and project justifications were developed for transit systems operating in the area.

Methodology

In early December, a transportation provider survey was distributed to 14 providers (public and private) in the Ames area. Four (28.5%) of the following providers responded to the survey questionnaire marked with an asterisk and indicated an interest in participating in the development of transportation projects for the Ames area.

Public Transportation Providers

- *CyRide
- *Heartland Senior Services(subcontractor to Heart of Iowa Regional Transit Agency)

Private Transportation Providers

- *Central Iowa Transit, Inc. and CIT Charter Inc.
- *Farley's Limousine Service
- Midwest Coaches, Inc.
- Ames Taxi
- Northland Travel
- Jamison Express
- Budget Cab
- AJ's Best Stretch Limousine
- Ames Limousine Service
- Crown Limousine Ltd.
- Racing Limos of Central Iowa
- Star Shuttle Party Buses

In addition, 42 human service providers in the Ames area were contacted and were requested to participate in the PTDP process by completing a survey. Those participants were asked to also participate in the development of the needs/objectives/solutions/projects session in early January. The following 22 participants (52.4%) took part by completing the survey and are identified below. (A full list of where surveys were sent is in Appendix C.) Of the 22 agencies, 6 individuals within these agencies highlighted grey below and transportation provider representatives on the next page attended the Ames area transportation meeting held on January 11, 2007. During this meeting, projects were identified to be incorporated into the PTDP based on the needs identified within the surveys and at the meeting. In addition, those agencies highlighted yellow also indicated they provided transportation to their clients by vehicles they owned/operated. However, only Heartland Senior Services provided additional information regarding their fleets when requested. None of the other transportation providers below in yellow attended the coordination meeting in January as well.

		<u>Human</u>	Service	Provider
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- American Red Cross
- Center for Creative Justice (CCJ)
- Good Neighbor Emergency Assistance Inc.
 Eriondehin Ark Homes
- Friendship Ark Homes
- Habitat For Humanity of Central Iowa
- Heartland Senior Services
- Homeward
- Iowa Department of Human Services (DHS)
- Lutheran Services in Iowa
- Mainstream Living Employment & Learning
- Mary Greeley Medical Center

- Mid-Iowa Community Action (MICA)
- Retired and Senior Volunteer Program (2)
- Riverside Manor
- Story County Commission of Veteran Admin.
- Story County Community Housing Corporation
- Story County Community Life Program
- The Abington on Grand
- United Way of Story County
- Youth & Shelter Services Inc. *
- Youth & Shelter Services: Pathways
- Youth & Shelter Services Healthy Futures

Other Attendees

Shari Atwood, CyRide Vanessa Baker-Latimer, City of Ames Planning & Housing Tom Davenport, CyRide John Grzywacz, CIT John Joiner, Ames Area MPO Sheri Kyras, CyRide Dylan Mullenix, Des Moines Area MPO Kristin Nanke, HIRTA Dominic Roberge, Public Works Casey Speake, CIT

Existing Transportation Operations

Transportation operations within the Ames metropolitan area generally consist of the following transportation providers that responded to the survey questionnaire:

	Ames Tra - CyRide	nsit Agency	Heartland Services	Senior		wa Transit, Inc harters, Inc.		
Type of Service	Fixed-Rout	ixed-Route		Public transit for Story County as contractor for Heart of Iowa Regional Transit Association, ADA service for City of Ames (Dial-A-Ride - DAR) as contractor for CyRide		and CIT Charters, Inc. School transportation to Ames Community School District, "EXTRA" service to CyRide for high volume bus stops to ISU; Wilkinson apartment complexes transportation, private motorcoach service for hire, Des Moines School District "Activity" transportation and ISU event transportation.		
Who is Eligible?	General Pul	blic	Seniors, Persons with Disabilities and general public		Ames Community School District, CyRide, Jefferson Lines and Burlington Trailways, as the operator of the Ames Bus Depot			
Hours/Days of Operation								
Monday through Friday	Monday through 6am – 12 am		6am – 12 am (City of Ames; 6pm end time for rest of county)		All times			
Saturday	Saturday 8:00 am to 12:00 am		8:00 am to 12:00 am (City of Ames only)		All times			
Sunday 9:00 am to 12:00 am		9:00 am to 12:00 am (City of Ames only)		All times				
Holidays	Partial servi holidays, cl Thanksgivin and New Yo	osed 1g, Christmas	Partial services most holidays, closed Thanksgiving, Christmas and New Year's Day		All times			
Number of Employees								
Volunteers			15		0			
Administrative	Full time 6	Part-time	Full time	Part-time 2	4	Part-time		
Drivers	29	74	-	25	-	35		
Maintenance	10	6	-	-	4	-		

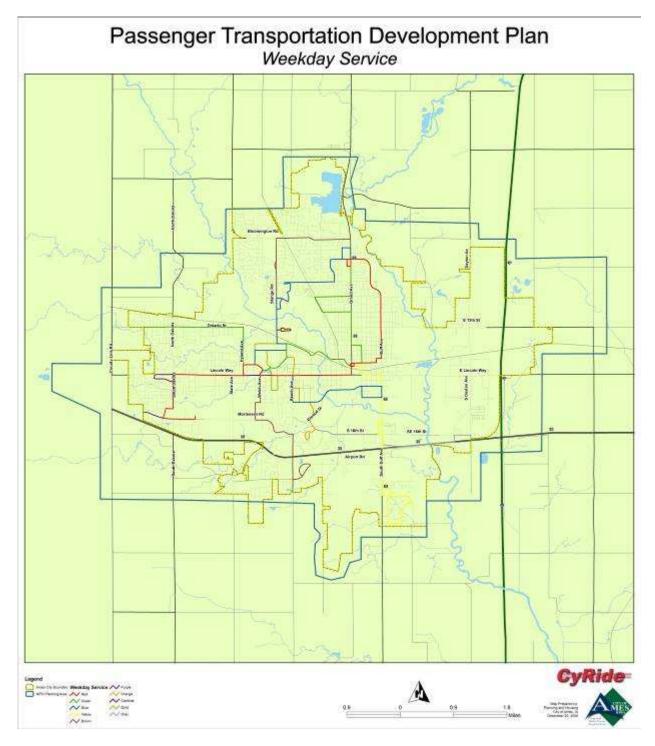
	Ames Transit Agency	Heartland Senior	Central Iowa Transit, Inc
	- CyRide	Services	and CIT Charters, Inc.
Union Structure	Yes, International Union of Operating Engineers – Local 234	None	None
Receive Public Money?	Yes	Yes	None directly; however contract with Ames Schools and CyRide receiving local funding from these public organizations.
Fare Structure	\$1.00 adult; 50¢ elderly/disabled, K-12 students and medicare cardholders; free ISU students	County trips - \$5.00 each way	n/a
Vehicle Fleet			
Buses	59	13	43
Trucks	3	0	1
Vans	2	2	2
Sedans	45 (65 20)	15 (1000()	1
Vehicles with	45 (65.2%)	15 (100%)	4 (11.4%)
lifts/ramps:	69	15	35
Vehicles with	09	15	33
radios/phones: Shared Facilities	None	Congregate Meal Site,	None
Shared Facilities	None	Activity Center and Adult Day Care	None
Coordination Interests	Networking with transportation/human service providers to look at coordination, contracting to purchase transportation service, cooperatively purchasing vehicles	Networking with transportation/human service providers to look at coordination, centralized fuel purchasing, pooling training resources, cooperatively purchasing vehicles.	Networking with transportation/human service providers to look at coordination, contracting to provide transportation service.
Special Needs, New Freedom or JARC funding utilized	Special needs funding utilized to subcontract with Heartland to provide ADA complimentary service.	None	None specified
Public Comments	See public comment section on page 14.	ASSET surveys issued spring 2006 provided 300 responses. Majority of comments were positive about the service. The biggest issue was wait time to get to talk to someone in the transportation office during peak hours of the day.	None specified

It should be mentioned that one additional private transportation provider responded to the survey, Farley's Limousine service, located in Boone, Iowa providing transportation statewide. Farley's has one non-accessible 2000 Lincoln Town Car limousine seating 12-14 passengers. Their service fees are \$50-\$125 per hour.

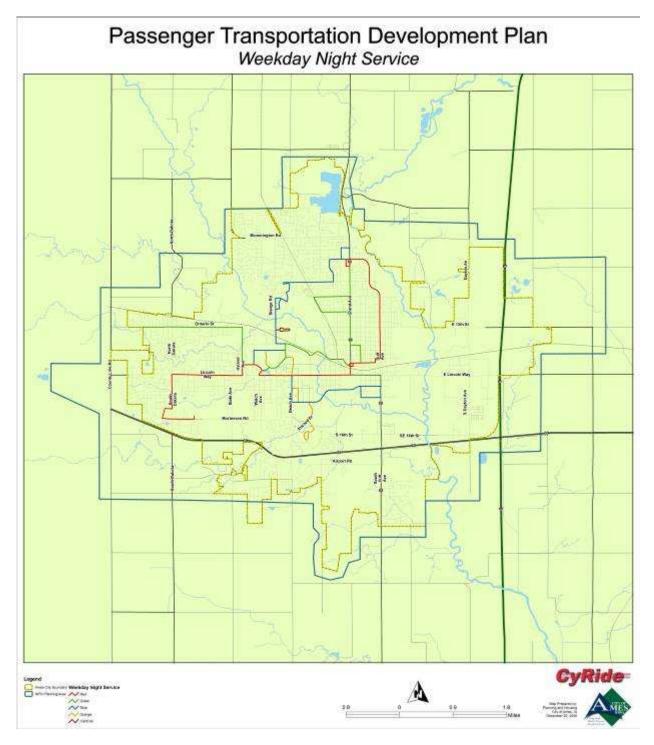
The frequency of CyRide's existing services are identified and broken down into four service periods identified as follows: Weekday, Weekday Night, Saturday, and Sunday/Saturday Night. The peak frequency table below illustrates service frequency during these time periods.

	PEAK FREQUENCY (Minutes)						
	Weekday Wkdy. Night Saturday Sunday						
Red #1	10	40	20	40			
Green #2	20	40	40	40			
Blue#3	20	30	20	40			
Yellow #5	30	-	30	-			
Brown #6	20	-	40	-			
Purple #7	40	-	-	-			
Cardinal#21	7	20	-	-			
Gold - #22	20	-	-	-			
Orange - #23	3	20	-	-			

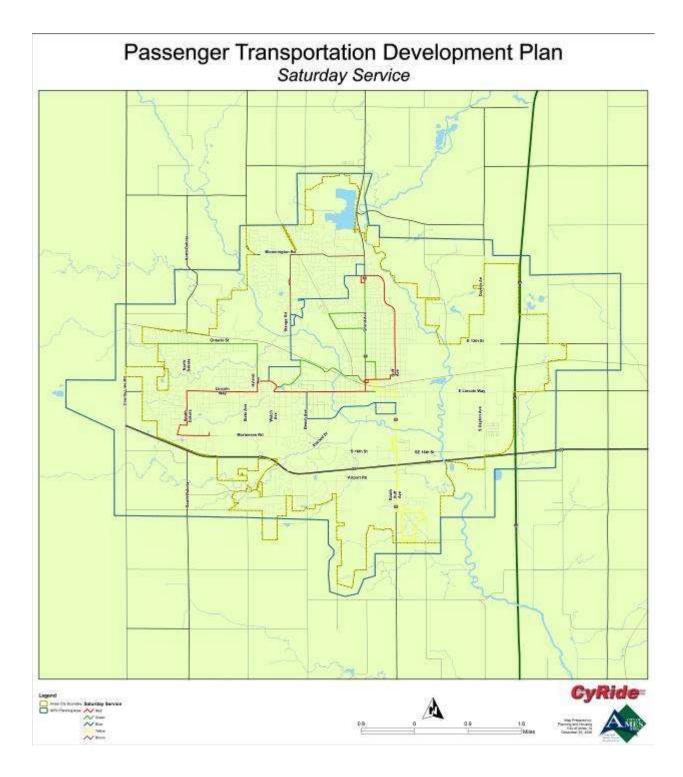
The following service map identifies services operated by CyRide during the Weekday time period (6am – 7pm). Routes operated at this time include: Red, Green, Blue, Grey, Yellow, Brown, Purple, Cardinal, Gold, and Orange.



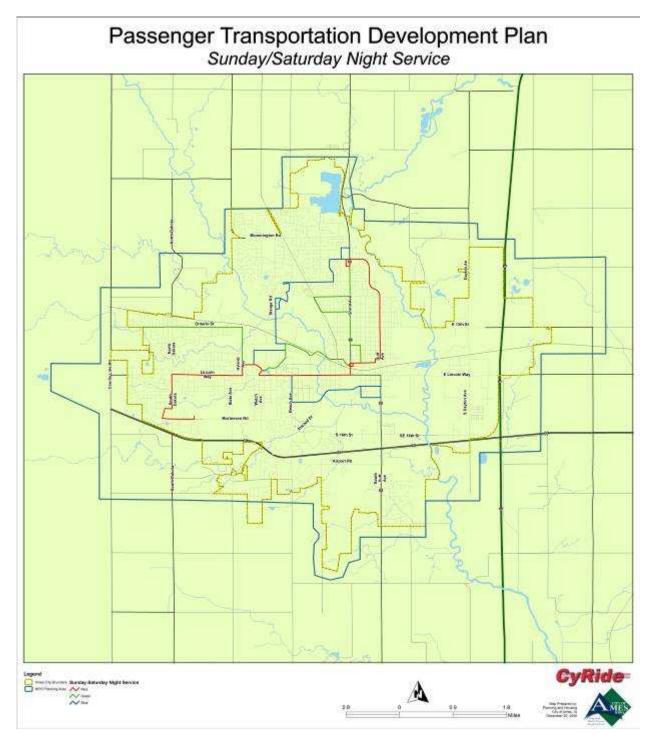
The following service map identifies services operated by CyRide during the time period Weekday Night (7:00pm - 12:30am). Routes operated at this time include: Red, Green, Blue, Cardinal and Orange.



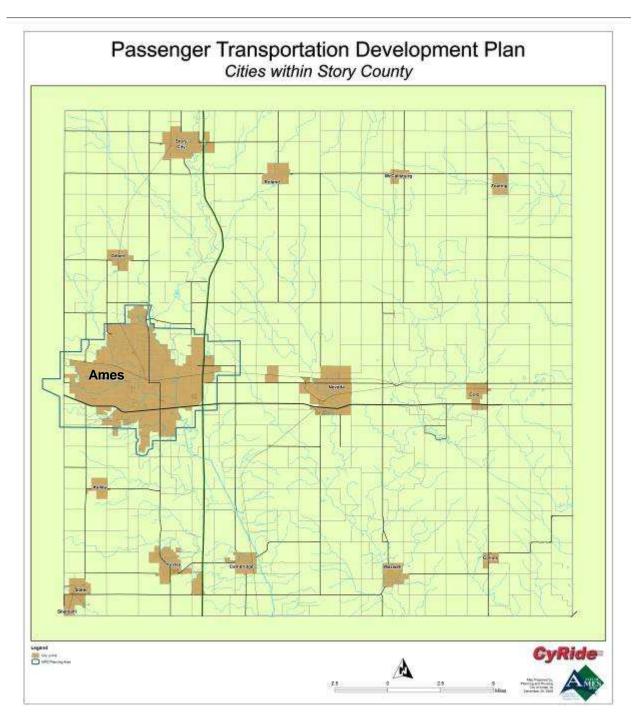
The following service map identifies services operated by CyRide during the time period: Saturdays. Routes operated at this time include: Red, Green, Blue, Yellow and Brown. (Note that the brown route only operates the north half of the route between campus and North Grand Mall).



The following service map identifies services operated by CyRide during the time period: Sundays and Saturday nights. Routes operated at this time include: Red, Green, and Blue.



The following map illustrates the entire Story County area and City of Ames. Heartland Senior Services is responsible for public transit within Story County as well as contracted Dial-A-Ride (DAR) service (ADA Complimentary Service) for CyRide within the City of Ames. The DAR service area is ³/₄ mile either side of a CyRide fixed route. This ³/₄ mile boundary has also been expanded to include the entire City of Ames for DAR service.



Existing Coordination Efforts

CyRide coordinates with Central Iowa Transit, Heartland Senior Services and Midwest Coaches in providing transportation to the Ames community. CyRide has an excellent working relationship with each of these organizations. CyRide currently has contracts with CIT and Heartland Senior Service to provide public transportation services for the Ames community and works with Midwest coaches during large event movements. These efforts are described below.

Heartland Senior Services provides public transportation for Story County under contract through Heart of Iowa Regional Transit Authority as well as coordinating with CyRide to provide their ADA complimentary service. In this manner, one transportation provider offers all service within the county with multiple contracts thereby maximizing coordination.

CIT, a private transportation provider, has a proven track record of working with public transportation providers. CIT currently contracts with CyRide to provide "extra service for high capacity corridor services and for Wilkinson apartments. CIT provides the Ames Community School District transportation for students in the Ames area as well as activity transportation for the Des Moines School District. CIT also provides event transportation for Iowa State University. Finally, CIT leases vehicles to the YMCA of Greater Des Moines for their use. Most recently CIT agreed to begin the Airport service that CyRide provides to take individuals to the Des Moines International Airport during ISU breaks. Luggage is now stowed underneath within a coach bus instead of riding with the passengers allowing greater capacity within the vehicle and increased safety not having the luggage mixed among passengers. CyRide believes this to be beneficial for everyone involved, but especially adds to passenger comfort.

In addition, CyRide coordinates University and other Ames resident transportation under a 28E Agreement between the City of Ames, Iowa State University, and Government of the Student Body. Finally, the Passenger Transportation Development Plan efforts have added a layer of coordination with the Ames' human service agencies. It is believed that this partnership will grow over the next few years with the incorporation of this planning effort.

Conditions of Service Area

The Ames community is perhaps most defined by Iowa State University's central campus in the center of the community. A radial type service has been developed as a majority of transit services pass through the ISU campus. The City of Ames is approximately 4 miles wide with CyRide routes covering approximately 75% of the developed areas throughout the community during the weekday. Including weekend and evening service, CyRide provides service within ¼ mile of a fixed route to approximately 56% of Ames. This ¼ mile classification equates to about 4 blocks and represents the walking distance most individuals would be willing to travel to use public transportation.

Service fluctuates each semester due to housing occupancy and class times for Iowa State University students. This fluctuation often cannot be anticipated. CyRide staff will quickly identify these high ridership areas on the first few days of class and determines where more service is needed to fill this demand. Then throughout the semester, CyRide staff monitors inbound trips and will place additional buses into service to avoid overcrowding. If these high loads become regular occurrences throughout the semester, this may warrant a permanent increase in the service requiring the CyRide board to approve additional service frequencies.

Due to students overwhelming participation in the system, service frequencies are less frequent in the summer months and breaks to adjust to this lower demand.

Demographics for Ames, Iowa

The following demographic information is reported from the US Census Bureau's 2000 website in regards to information on the City of Ames' low-income, elderly and disabled populations. In addition Ames' population below poverty was graphically illustrated on page 20 and throughout the document with CyRide's routes overlain.

Ames, Iowa: Elderly Population	Number	Percent
Total Population	50,731.0	
Under 5 years of Age	2,237.0	4.4%
Over 18 Years of Age	43,320.0	85.4%
Over 60 Years of Age	5,089.0	10.0%
Over 65 Years of Age	3,893.0	7.7%
Median Age	23.6	
a		

Source:

http://factfinder.census.gov/servlet/SAFFFacts?_event=&geo_id=16000US1901855&_geoContext=0100 0US%7C04000US19%7C16000US1901855&_street=&_county=ames&_cityTown=ames&_state=&_zip =&_lang=en&_sse=on&ActiveGeoDiv=&_useEV=&pctxt=fph&pgsl=160&_submenuId=factsheet_1&ds _name=null&_ci_nbr=null&qr_name=null®=null%3Anull&_keyword=&_industry=

Ames, Iowa: Disabled Population			Yea	rs		
	Number	5-15	16-20	21-64	65+	Percent
Total Population	50,731.0					
Population over 5 years	48,494.0					
Disability status (over 5 yrs.)	4,001.0					8.3%
One Type of Disability	2,418.0	216	357	1243	602	5.0%
Sensory disability		13	61	232	159	
Physical Disability		10	31	206	349	
Mental Disability		193	165	229	40	
Self-care Disability		0	0	22	9	
Go-outside Home disability		0	17	56	45	
Employment Disability		0	83	498	0	
Two Types or more of Disability	1,583.0	0	167	880	536	3.3%
Includes self-care disability		0	34	193	154	
Does not include self-care disability		0	133	687	382	
S						

Source: <u>http://factfinder.census.gov/servlet/DTTable?_bm=y&-geo_id=16000US1901855&-</u> <u>ds_name=DEC_2000_SF3_U&-redoLog=false&-mt_name=DEC_2000_SF3_U_PCT026</u>

Ames, Iowa: Poverty Status in 1999 of Individuals: 2000	All income levels	Below Poverty Level	Percent below poverty level
All individuals for whom poverty status is determined	41,776	8,507	20.4%
Unrelated individuals for whom poverty status is determined Source: <u>http://factfinder.census.gov/servlet/QTTable? bm=y&-qr ngeo id=16000US1901855&-ds name=DEC 2000 SF3 U&-redoLecceed}</u>		6,652 000 SF3 U	40.9% QTP34&-

Evaluation of Needs for Services & Equipment

A. Review of Last Year's Efforts

In FY2006, CyRide coordinated Paratransit Dial-A-Ride (DAR) service with Heartland Senior Services. This partnership has proven to be very successful. Heartland started operating Dial-A-Ride, CyRide's DAR service, in October 2003 and completed the 100% transition in April 2004. A recent modification occurred in 2005 when Heartland transferred DAR customers to their Medicare supplement funding to achieve 100% payment of trips that qualified for this funding. CyRide is now funding the remaining customers through 5310 and local funding.

CyRide was also granted New Freedom funding for FY2006 that it will apply to FY2007's budget. This request partially funded a 40' HD bus to accelerate CyRide's accessible bus purchases and achieve full accessibility for the fleet more quickly. The remaining request was for operating assistance to enhance service to persons that use mobility aids.

No previous requests for Job Access and Reverse Commute (JARC) funding have been requested by CyRide or the City of Ames.

B. Public Input

CyRide received public input from twenty-two human service providers and four transportation providers through a Passenger Transportation Passenger Survey in December 2006. Transportation providers were described above within the existing transportation operators section of this document. The human services agency survey discussed each agencies needs and desires for transportation within the Ames area and Story County. These survey results are summarized below with highlighted information indicating higher concentrations of agency types.

- Of the 22 human service agencies that responded to the survey, 15 were private non-profit agencies; 3 were public; 3 were private, for-profit and 1 was a city-owned non-profit agency.
 - The responding agencies represented a broad range of services, including:
 - Adult Day Care (1 agency)
 - Child Day Care (1 agency)
 - Congregate Nutrition (1 agency)
 - Counseling (2 agencies)
 - Education/Training (5 agencies)
 - Head Start (1 agency)
 - Home Delivered Meals (3 agencies)
 - Job Placement (1 agencies)
 - Medicaid (5 agencies)
 - Medical/Dental Services (4 agency)
 - Mental Health (7 agencies)
 - Recreational/Social (3 agencies)
 - Rehabilitation (6 agencies)
 - Residential Care (4 agencies)
 - Senior Care (5 agencies)
 - Sheltered Employment (1 agency)
 - Supported Employment (2 agencies)
 - Transportation (5 agencies)
 - Volunteer Opportunities (7 agencies)
 - Welfare/Food stamps (2 agencies)

- Adult Probation (1 agency)
- Dispute Resolution (1 agency)
- Disaster Assistance Response (1 agency)
- Affordable Housing (2 agencies)
- Crisis Care (1 agency)
- Prevention (1 agency)
- ➢ Foster Care (1 agency)
- Adoption (1 agency)
- Emergency Assistance: Rent, Utilities, Food (2 agencies)
- Life Skills (1 agency)
- SNF Medicare (1 agency)
- Veteran Benefits (1 agency)
- Family Development Services (1 agency)
- Day Services for Developmentally Disable Adults (1 agency)
- 9 agencies had income requirements, 7 had disability requirements, 9 had age requirements and 6 had none of these requirements
- When asked what percentage of their clients were unable to drive themselves to participate in their programs:
 - \blacktriangleright 6 agencies answered between 75-100%
 - ➤ 3 agencies answered between 25-50%
 - ➢ 8 agencies answered less than 25%
 - ➢ 3 agencies were unsure
- When asked how their clients get to their agency:
 - > 14 agencies answered transportation is generally available for their clients' access.
 - > 16 agencies answered that clients drive themselves
 - > 16 agencies answered that clients ride with friends or family
 - 5 agencies answered by agency provided transportation (All agencies were followed up through e-mail and via phone for their fleet information but only Heartland Senior Services provided this information.)
 - ➢ 7 agencies answered by volunteers
 - ➢ 5 agencies answered by staff in non-agency vehicles
 - 2 agencies answered by taxi
 - ➢ 7 agencies answered by carpool
 - > 12 agencies answered by public transportation
 - ➢ 5 agencies answered by a group home's transportation
 - > 11 agencies answered that another agency provided transportation
 - 2 agencies answered by walking
- When asked their hours of operation:
 - > 12 agencies operate from 8:00 am to 4:30/5:00 pm, Monday through Friday
 - ➢ 8 agencies operated 24/7
 - ➤ 3 agency operates various limited hours
- When asked what they perceived the transportation barriers prevention people from accessing their services:
 - 10 agencies responded that transportation services are not available in their clients area
 - > 8 agencies responded that transportation service is too expensive
 - 3 agencies responded that transportation services do not operate at the necessary hours to serve their clients
 - 7 agencies responded that transportation providers do not serve the areas their human agency is located

- O agencies responded that transportation providers only want to serve their own clients
- 2 agencies responded that transportation service was too student focused
- As indicated earlier, only 5 human service agencies identified themselves as providing transportation services with a fleet they own and operate. Only Heartland Senior Services responded to a request for transportation provider information and attended the January coordination meeting. These transportation provider human service agencies are listed again below.
 - 1. Youth & Shelter Services, Inc. (YSS)
 - 2. Friendship Ark Homes
 - 3. Lutheran Services in Iowa
 - 4. Story County Community Life Program
 - 5. Heartland Senior Services

In addition, CyRide holds public input meetings for federal and state grant funding applications. Typically, these meetings are not well attended. CyRide does; however, receive public comment from passengers via telephone or e-mail. CyRide's policy is to address any customer comment within 24 hours of receiving the comment and to resolve the issue as soon as possible. Comments from the public within the past year were generally related to the following issues:

- Early/late bus at time point
- Not stopping directly at bus stop sign
- Smoking complaint
- Aggressive driver
- Bus not showing
- Transfer difficulties

- Request for extension of service hours on Brown South route
- Request for service on Brown North route
- Request for additional service on Yellow route

CyRide has modified its transit policies/procedures based upon public comments and industry practice. For instance, CyRide recently instituted a new procedure for their DAR passengers to assist customers in modifying trips during times when Heartland's office is not open. Since CyRide's dispatch office is available most hours and days of the week, after Heartland's office closes, its drivers can call CyRide to obtain assistance regarding scheduled trips. Passengers also have been provided with CyRide's Dispatch number to call after hours if they have a problem with their trip. In this manner, CyRide's Dispatch office has become the "trouble-shooting" component ensuring that every customer is provided service when its needed even during the evenings and weekends when the office is not open. CyRide's Dispatchers have also provided trips at times when Heartland has been unable to provide the trip due to customer changes or miscommunication.

C. Service Needs

This section of the document will discuss the needs identified by transportation providers and human service agencies participating in the Passenger Transportation Development Plan effort. It identifies service as well as capital needs, but will not include 100% of the needs due to non-participation by some organizations.

This list will show the large demand for service/capital by the participants. Not all the needs/objectives/projects developed as a result of this PTDP will be able to be funded due to limited federal and local funding. It is also important to note, that while projects are identified within this plan as needs and objectives, the projects will need to be approved by the transportation provider and City of

Ames to be placed within a grant application to the Federal Transit Administration, Iowa Department of Transportation or other agency before services or capital purchases can be realized.

<u>CyRide Service Needs</u> - CyRide services were previously described in this document and are illustrated beginning on page 7. The following service improvements to this system have been identified by CyRide staff as immediate needs to enhance transit within the Ames community.

- **Midday South Duff** The Southeast area of Ames, in the general vicinity of Kate Mitchell School, has been requesting service during the midday. Current service in this area includes service on the Yellow Route during the peak hours and one-midday trip. By modifying the #4 Grey route to operate every 60 minutes during the midday, alternating between the current route and this Southeast area to Crystal Street, previous service levels would be restored to this area.
- **Brown Route Summer Weekday Extra** In the summer of 2006, weekday trips during peak times were overcrowded causing numerous requests for additional service on the Brown route from campus to the mall. Existing service operates at 40 minute frequencies on this half of the route. CyRide recommends improving the service frequency to 20 minutes during busy times to relieve this demand. JARC funding could possibly fund this service as it provides work trips to/from the mall and Iowa State University.
- **Brown Route Weekday Nights** The Somerset area along Stange Road has grown dramatically along with the demand for bus service to/from this area. Longer operating hours during the weekdays between campus and the mall would better service this area. Anticipated frequencies would be 40 minutes until 9:00 pm.
- **Blue South** Additional demand for service has been requested on the Blue route during the times described below. This demand has also been evidenced by CyRide with crowded buses on this route.
 - **Friday evening service:** Current service frequencies are at 40 minute intervals. Proposed service frequencies would increase to 20 minutes each Friday evening. This increase would occur from 7:15 pm to 9:45 pm.
 - Saturday evening service: Current service on the blue route operates at 40 minute intervals. Proposed service would increase frequency to 20 minutes along this route.
 - **Sunday service:** Current service on the blue route is at 40 minute intervals. Proposed service would increase its frequency to 20 minutes from noon through 10:00 pm.
- **Red West** Additional demand for service has been requested on the Red route during the following times. This demand has also been evidenced by CyRide through higher load capacities on this route.
 - **Friday evening:** Improve service frequency from 40 minutes to 20 minutes between 7:30 pm and 10:30 pm
 - **Sunday:** Improve service frequency from 40 minutes to 20 minutes between the hours of 12:15 pm and 10:00 pm.
- Subcontracted Services for ADA Complimentary Service CyRide currently subcontracts its required ADA Complimentary Service to Heartland Senior Services who also operates service within Story County. Heartland provides door to door service within ³/₄ mile of any Ames fixed-route service and also to anywhere within the city limits of Ames. This is a continued need for the Ames residents to allow those that are ADA eligible to travel where needed.

Heartland Senior Center Service Needs

- Transportation to rural meal sites for meals and activities
- Transportation for individuals needing to access Adult Day Service from out of Story County
- Out of service hours transportation for agency special events (such as Variety show)

Human Services Service Requests

- CyRide does not run to all of Friendship Ark homes
- Need service route out to Dayton Road Area
- There is not bus service to the major factory section of town which is a great hardship
- Operate routes more often in the evening/weekends
- Lower cost for consumers
- Emergency services (less than 24 hours) with higher cost (2)
- People from Ames have a hard time accessing health care as they are directed to Nevada Medical Clinic.
- Transportation to/from grocery stores
- Transportation to/from employment or employment opportunities
- Transportation to/from school events (public school events access by parents & siblings)
- HIV patients needing transportation to doctor in Des Moines or Iowa City
- No resources are available for non-Medicaid individuals.
- Bus does not wait at daycare
- Clients get work outside of transportation areas & at times transportation doesn't run
- Outside of Ames service is sometimes a scheduling challenge
- More transportation to the Des Moines VA Hospital
- Transportation not always available to workplaces
- Would like CyRide route to be added that serves MELC (Mainstream Living E. 13th & McCormick) area
- For consumers in the rural areas it is expensive to access transportation to get to appointments in Ames
- Can discount prices be given to low-income families on CyRide?

Gap Analysis of CyRide Routes

Gap Analysis Methodology

The following Gap Analysis illustrates graphically the areas of Ames where transportation providers do not provide transportation. This analysis is subdivided into periods of the day or days of the week to recognize varying transit service levels during less frequency usage. The subdivisions used in this analysis are as follows:

- Weekday Service (6:00 am to 6:00 pm)
- Weekday Night Service (6:00 pm to 12:30 am)
- Saturday Daytime Service (6:00 am to 6:00 pm)
- Saturday Evening and Sunday Service (Sat. 6:00 am to 10:00 pm and all day Sunday)

Service routes during different levels of service were compared to areas were residents work, live and travel within Ames. Any commercial, industrial or residential area outside ¹/₄ mile of a transit route was considered not to be served by transit and therefore a service gap.

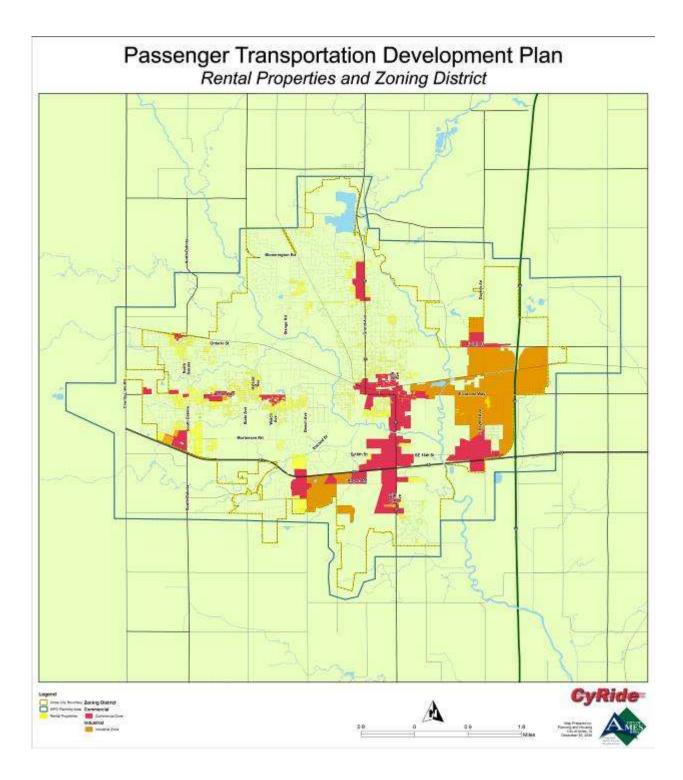
For this study, land use and demographic data were used to determine where individuals needed to travel to and from throughout the city. Specifically, it was determined that commercial and industrially-zoned areas illustrated locations where residents work. Residential rental units not only communicate where high density living occurs but also where transit dependent individuals may reside. It was determined that transit providers should be providing transportation to the majority of these commercial, industrial and residential areas. In addition, low-income residential areas were identified according to the 2000 Census

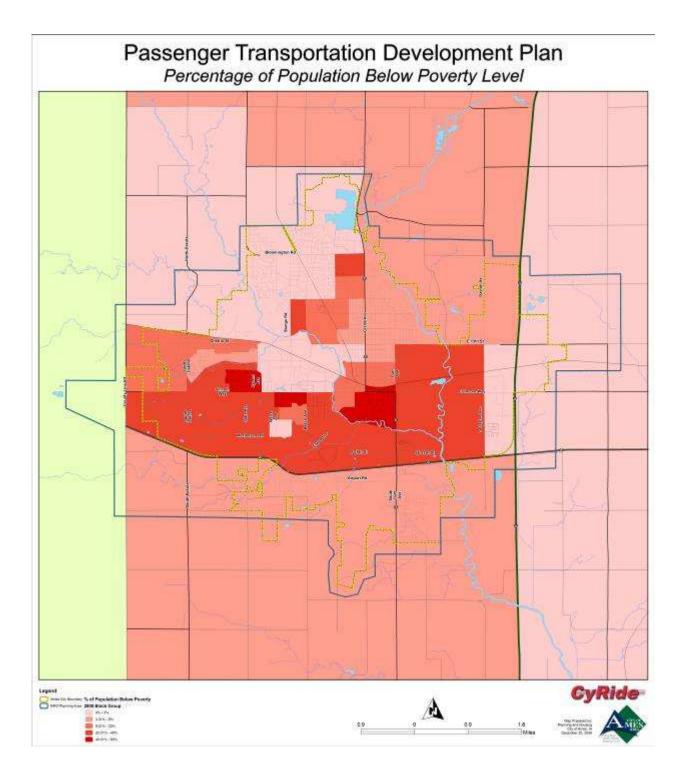
for Ames giving special attention to the low-income population. Finally, landmarks identifying elderly residences, assisted living facilities, hospitals and popular destinations were identified. This was done so that areas such as ISU campus not identified as a commercial or industrial area was included in the study. Elderly residences and human service agencies were also documented in this same manner.

CyRide's routes were then plotted over two layers of the above-described data including:

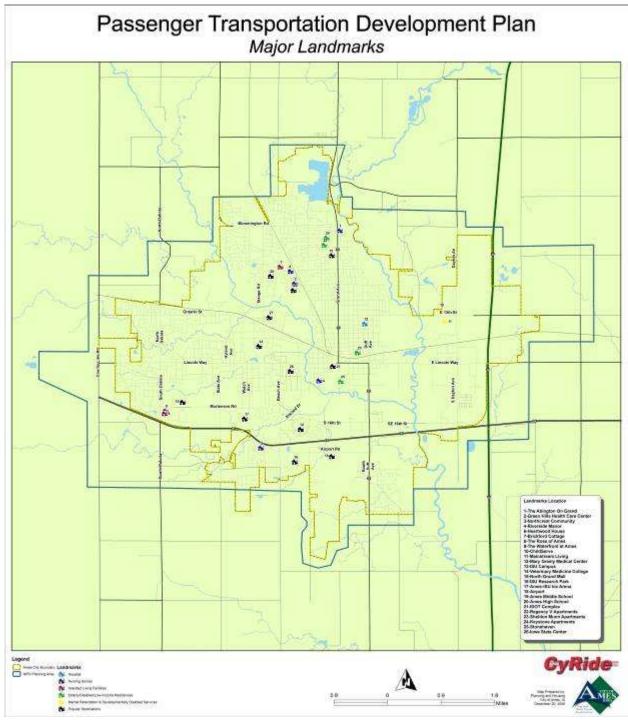
- zoning of residential rental units, commercial and industrial classifications and
- low-income block groups.

By plotting these demographic groups, it provides the following two graphic illustrations of areas of town that may be in need of more transportation services.





In addition to demographic data, potential destinations that individuals would like to access were plotted as illustrated below. These destinations include: hospitals, nursing homes, assisted living facilities, elderly/disabled/low-income residences and popular destinations. This was not intended to be a complete list of landmarks, but to provide a general sense of where main locations are located within the community.

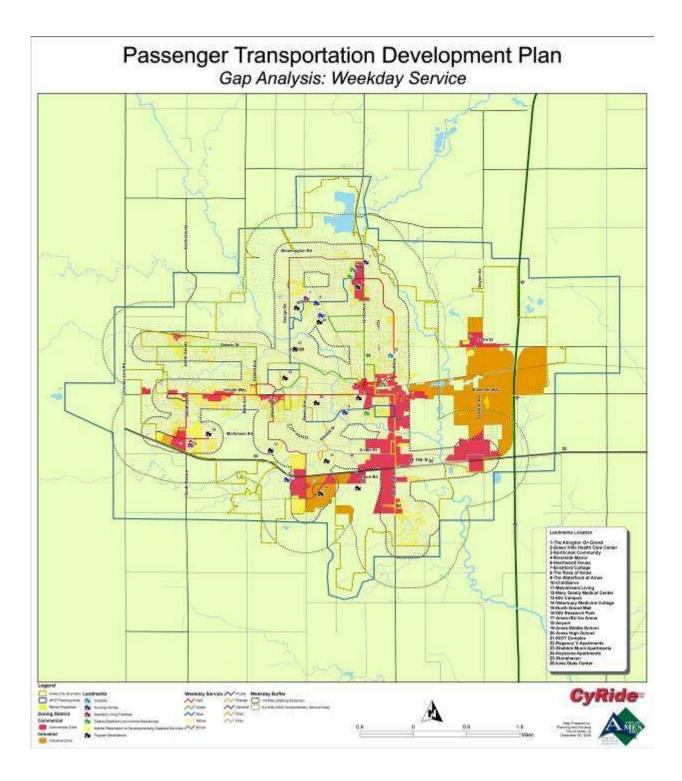


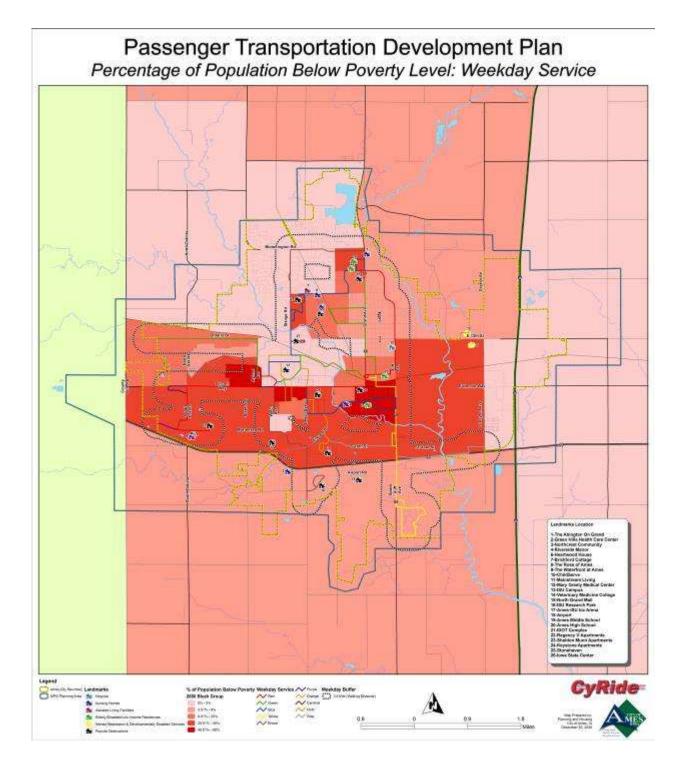
As CyRide routes have different service levels depending on the time of day and day of the week, gap analysis maps were created for four different levels of service as described earlier within the "Existing Transportation Operations" section. Those times are:

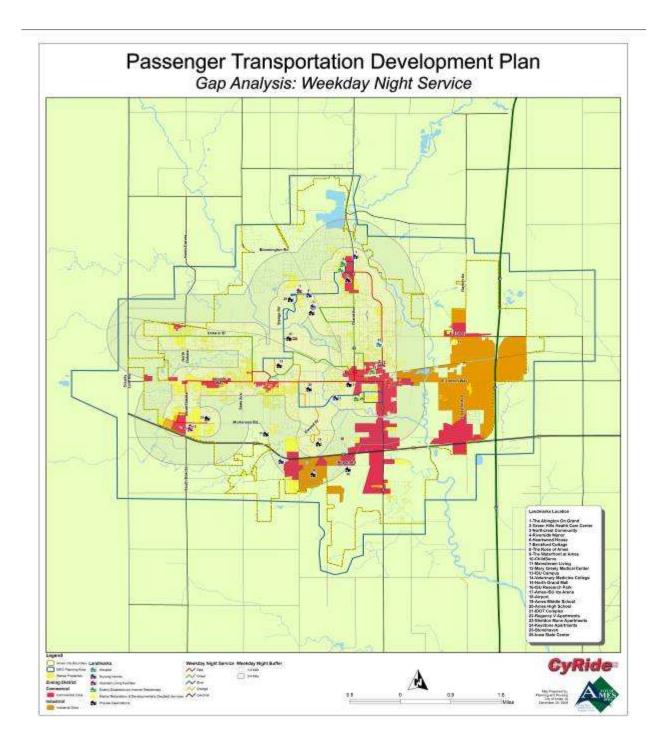
- Weekday
- Weekday Night
- Saturday
- Sunday/Saturday Night

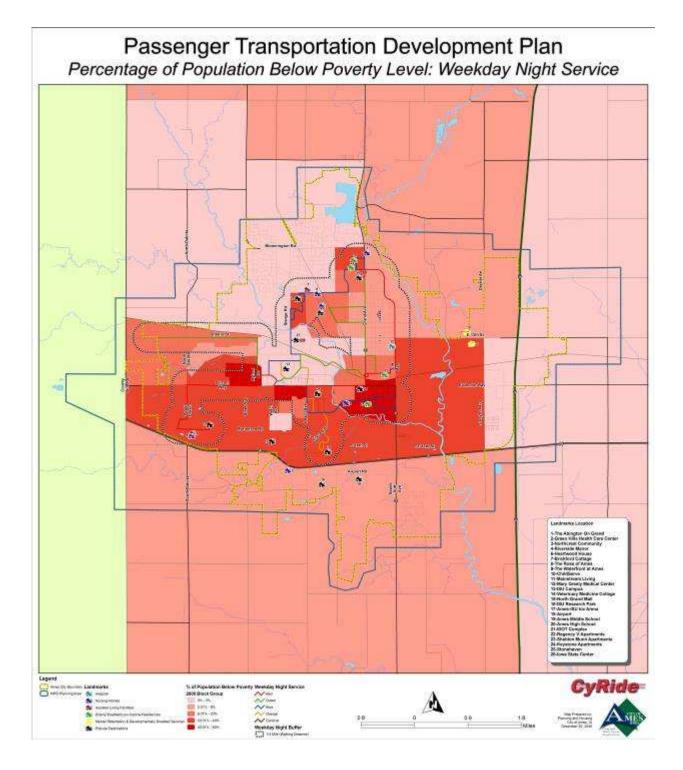
A ¹/₄ mile buffer was then placed around CyRide routes to show the coverage area served. Typically, a person will walk 3-4 blocks to a bus stop to catch a bus; therefore, the buffered area illustrates the walking distance and route service coverage. This boundary realistically represents the population that CyRide serves within the Ames area as many people will not walk more than four blocks to public transportation.

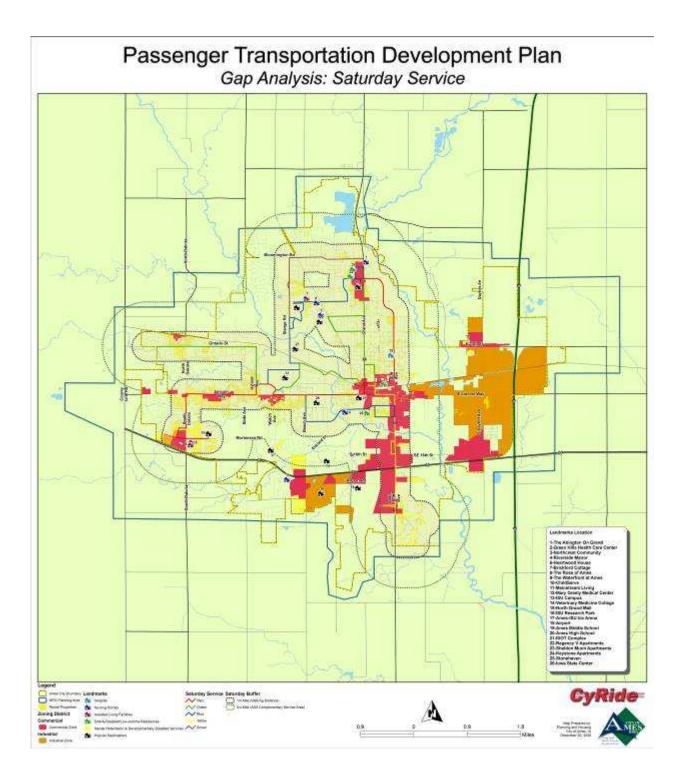
Another ³/₄ mile buffer area was added to illustrate fixed-route services which are required for Heartland Senior Services to operate according to ADA guidelines. As was indicated the survey responses and meeting discussion, service gaps for the door-to-door service within Ames, which meets ADA requirements, is not a barrier to mobility. Comments regarding door-to-door type transportation needs reflected the need to travel into Ames from outlying areas or travel in the opposite direction (Ames to outlying areas).

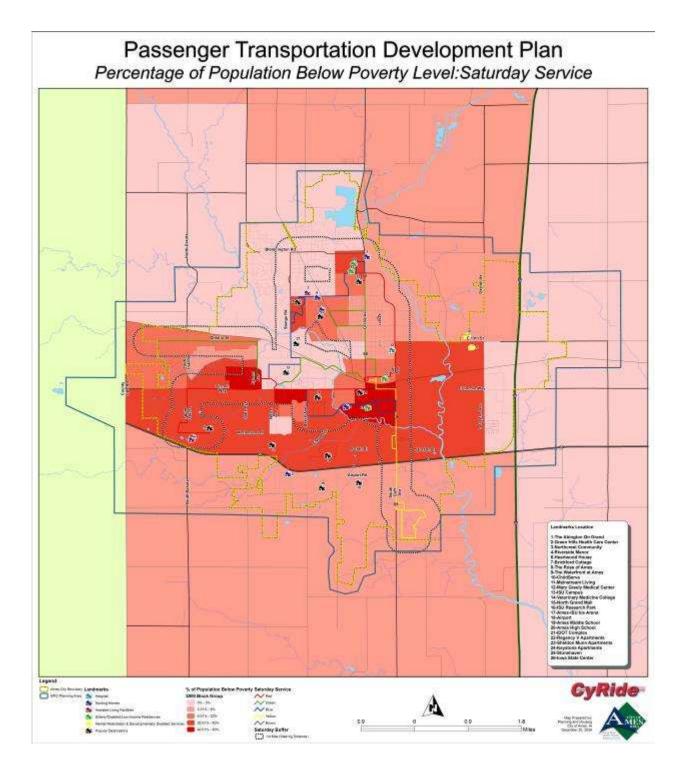


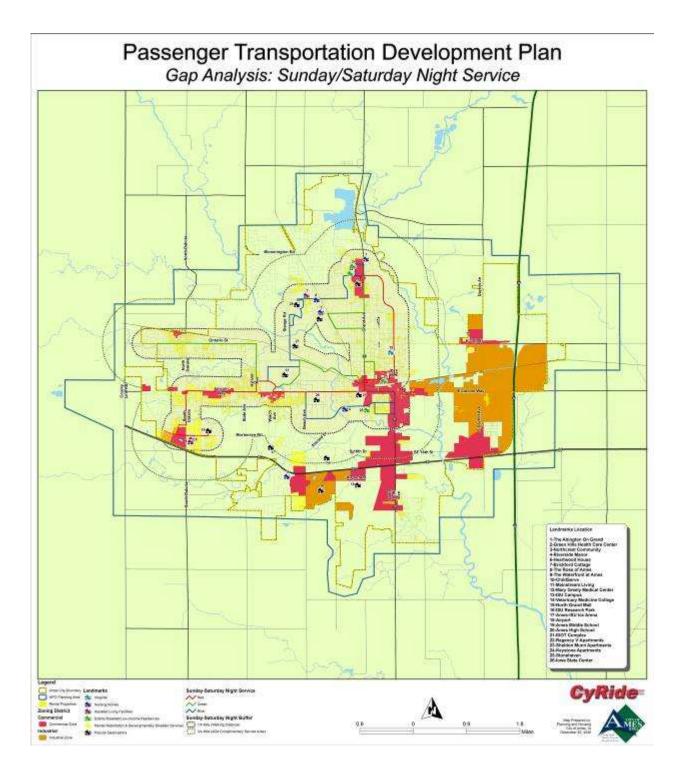


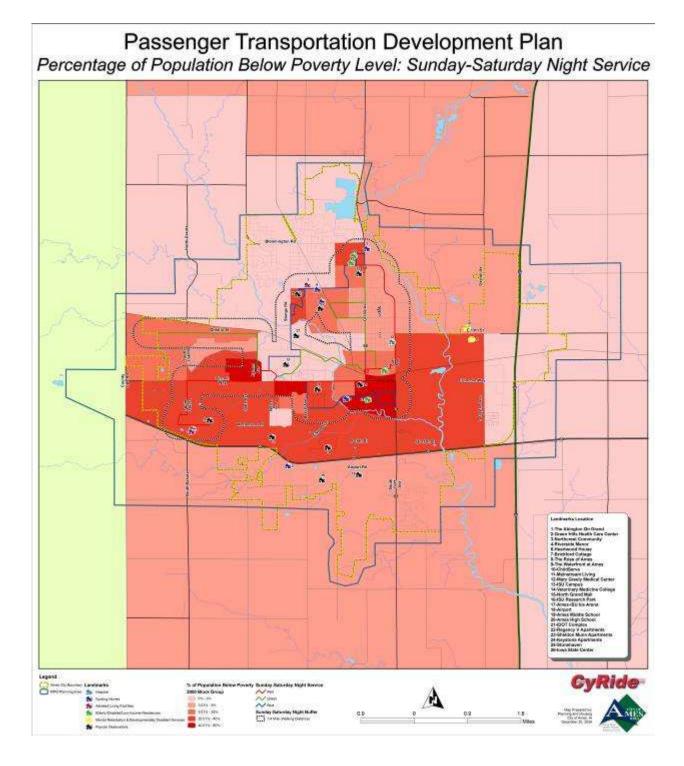








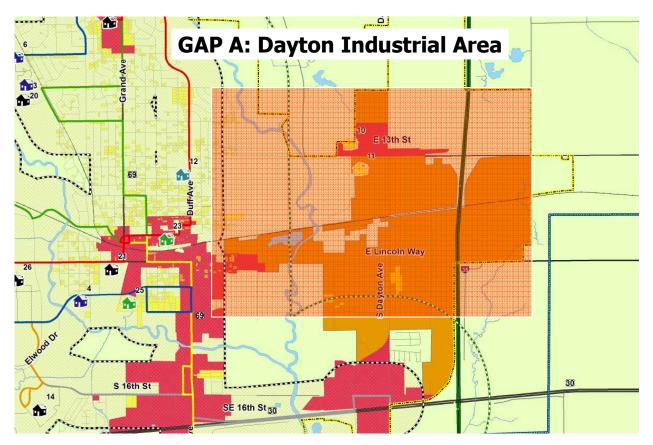




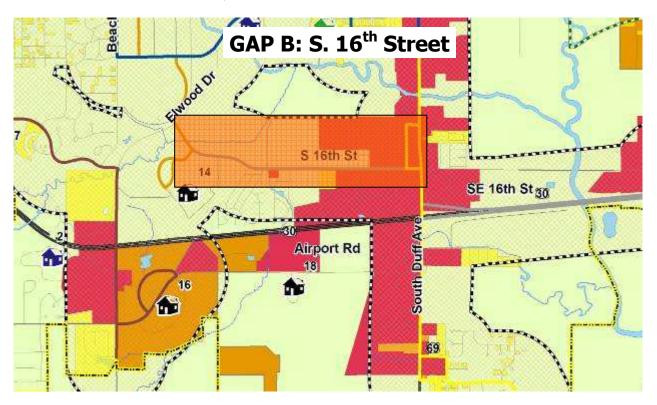
Gap Analysis Results

From the previously described maps, the human service/transportation group which met on January 11, 2007 reviewed the illustrations to determine where additional service could benefit residents of Ames. From this analysis, gaps were discovered within each time/day subdivision (Weekday, Weekday Night, Saturday, etc.). The following set of maps (GAP A – G) indicate, and the explanations detail, the Passenger TDP groups consensus on areas where additional services needed to be developed to meet current and future transportation needs within the community.

GAP A – Dayton Industrial Area: Bordered by 1600 block of Dayton to the north, SE 5th to the south, across the interstate to the new mall location to the east, and Duff to the west.



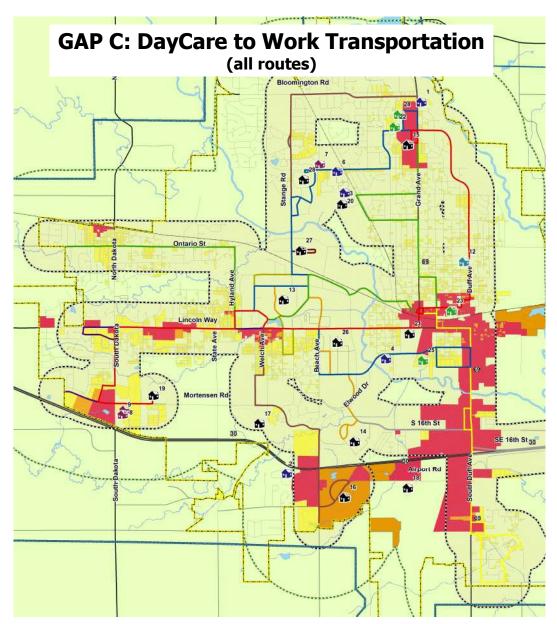
The Passenger TDP group and customer requests have identified Gap A, located in northeast Ames, as a significant gap in current transit services. This section of the community serves as the major commercial/industrial zone of the city with businesses such as 3M, Mainstream Living, Mary Greeley Dialysis and Sauer-Danfoss as well as a new proposed mall to be open in Fall '08/Spring '09. This area of town was unanimously chosen by the Passenger TDP group as a priority area for new services.



GAP B – S 16th Street: Bordered by Elwood Drive to the west and Duff to the East.

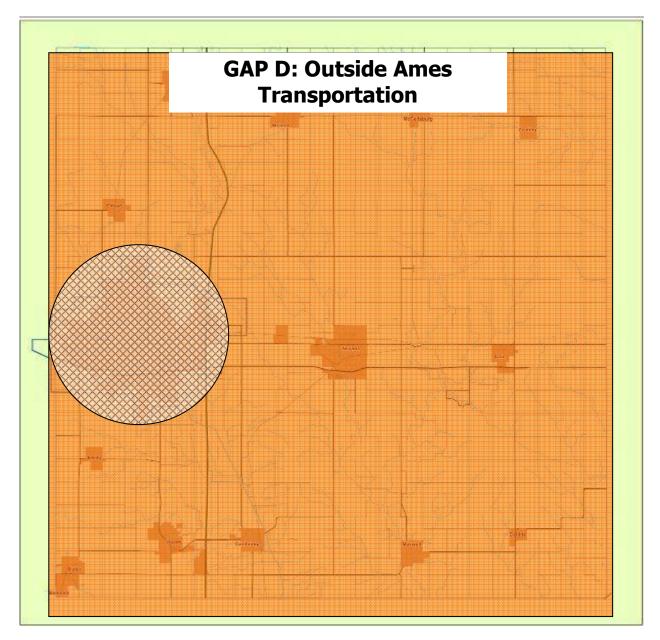
Gap B was also identified by the Passenger TDP group, which met in January, as an area where customers currently could not conveniently reach by public transportation. This area of Ames encompasses mixed land use with a major Iowa State University complex along the route as well as significant lower income residential developments, a school and commercial opportunities such as K-Mart, Staples, Best Buy, and Borders Books. The advisory group discussed the need for service to this area to improve the quality of life for Ames residents.

GAP C – DayCare to Work Transportation: More information is needed in doing a daycare analysis. Comments were that services did not operate early enough for parents to take the bus to work and still get their child to daycare.

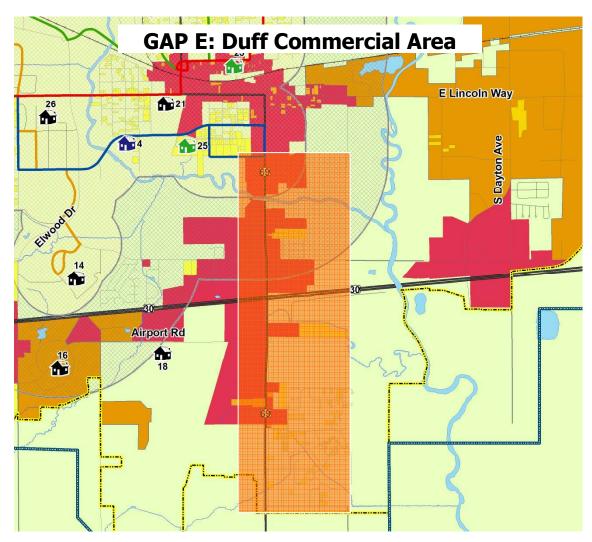


The Passenger TDP advisory group discussed the need to make multiple linked transit trips more convenient and more importantly to reduce the amount of time required from the beginning of their trip to the last destination of the trip. Specifically, the need to travel from a person's home to daycare, drop their children off at daycare, re-board a bus and travel to their final destination was discussed as a major hurtle to families. Due to the frequency of buses every 20-40 minutes, a trip of this type could take a parent 1½ hours to complete. In addition, the group indicated that the cost of a family to use public transportation was not within the reach of many families. Therefore, the group identified the need to develop new services or increase current bus frequencies to reduce the amount of time and improve the convenience of using public transportation to meet the needs of working families.

GAP D – **Outside Ames Transportation:** Work and Medical appointment transportation are requested. Vanpool options were also mentioned within this scenario for travel into the Ames area.

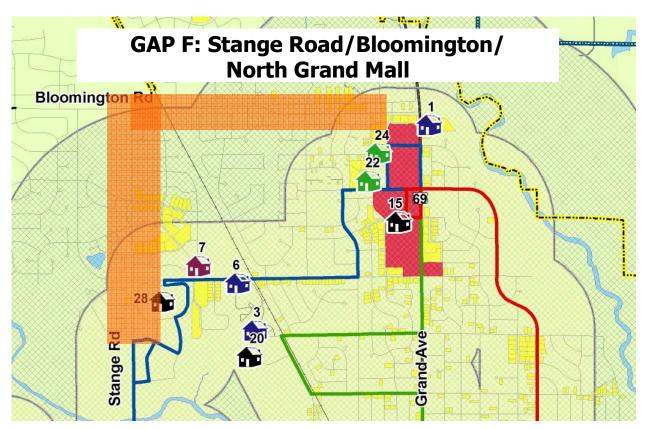


Gap D was identified by the need to travel from a community outside of Ames into Ames for medical or shopping trips. With a regional medical facility located in Ames, needs within all of Story County are met within the city limits. The Passenger TDP group identified the need to develop services or enhance coordination between transportation services within Ames (CyRide) and within the county (Heartland Senior Services) to improve the transportation network within the county to meet these needs.



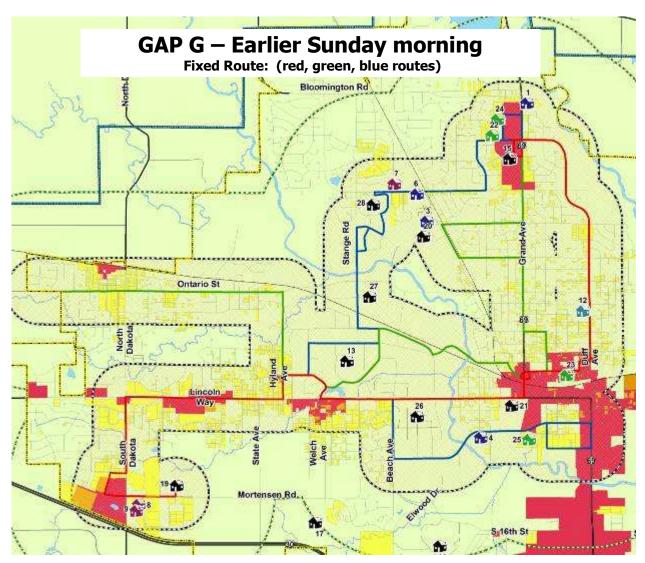
GAP E – Duff Commercial Area (yellow route)

Gap E encompasses one of Ames major commercial districts along South Duff with numerous restaurants, retail outlets and other businesses as well as a large residential area on the southern most end of the identified gap area. Currently public transportation service in this corridor is infrequent with large gaps in service hours leaving residents without a viable option to travel throughout the community from this area. The Passenger TDP group expressed the need to improve transportation options in this area to provide transit options community-wide.



GAP F – Stange Road/Bloomington/North Grand Mall (brown route north)

The Stange Rd./ Bloomington corridors have large concentrations of residential and commercial development. In addition, this area of Ames has experienced significant growth. These corridors encompass major Iowa State University student housing with the Fredrickson Court and University Village complexes as well a new major development area with higher density development. The Bloomington Road corridor also houses major apartment complexes within the city. Currently, public transportation services do not operate at frequent service levels or at times of the day needed to accommodate needs along these major corridors.





The last gap, Gap G, was identified by the Passenger TDP group as a need to provide Ames residents with options to travel throughout the community before current service starts on Sunday morning. Currently, public transportation service start at approximately 9:00 am on Sunday making travel to work, church or other personal travel difficult. The group identified the need to start service earlier to meet these community needs.

Management Needs

As part of the Passenger TDP, one requirement is to look at opportunities to provide additional management tools to assist transportation providers in providing the best quality transportation services possible. To this end, this section of the document will discuss current changes planned within the management structure of the organizations and identify any needs in this area.

CyRide

Management changes over the past year have included the hiring of a new Transportation Director as well as a Transit planner which will allow for better coordination of services within CyRide and with other providers within the area.

Additionally, the organization will embark on a construction project in 2007 that will significantly expand the office section of CyRide's facility to allow for its employees to efficiently manage its operations. The current one-story facility will be replaced with a two-story building that will allow for current and future office space needs within the organization. Additional office equipment will be purchased through this construction period to address current needs in this area.

An area of need for CyRide is in addressing education/marketing of its services. CyRide's marketing budget does not include funding to educate residents and students about its services. With the influx of new student residents each fall, this is an enormous need. The benefits that can be achieved by this type of activity can be significant.

Heartland Senior Services/CIT

No additional information regarding staffing levels, office equipment, policy board arrangements, marketing was received by CIT or Heartland transit.

D. Existing Fleet Needs

Capital Needs

Cy-Ride Capital Needs

CyRide's spare ratio (number of unused buses at peak times of the weekday divided by the total number of buses in the entire fleet) for its large bus fleet is currently 18.8%. The Federal Transit Administration allows transit systems to operate at a 20% spare ratio. Operating at a lower than allowed ratio creates several issues for a transit agency of which the most significant is the reliability of its operation. If fewer vehicles are available when circumstances occur on a daily basis such as breakdowns, buses in for maintenance, etc. Transit systems could be in a position to not have enough buses on a particular day to operate all of its routes. A higher spare allows for more vehicles to be in the shop for repairs while allowing staff to still get the required number of vehicles on the street.

 Replace Non-Accessible Vehicles for Accessible ADA Vehicles– CyRide currently has 68 vehicles within their fleet. Four of these vehicles have been placed within the contingency fleet, and 3 are support equipment leaving 61 total vehicles for operations. Twenty-four (39.3%) of those vehicles cannot load wheelchairs. According to ADA regulations, all new vehicles purchased with federal funding must be equipped with a lift/ramp to accommodate wheelchairs. If more buses were ADA equipped, then individuals in a wheelchair could access more of the CyRide fixed-route system. 2. Reduce Average Fleet Age – CyRide has been unable to replace vehicles as desired and currently has an average fleet age of 12.5 years which is significantly higher than the national fleet age of 7.0 years. To be more exact, 25 of CyRide's 53 large buses are older than 12 years of age and therefore past their useful life. This situation occurred when the University went fare free and CyRide's need for buses immediately increased in 2002 due to overwhelming ridership. CyRide met this demand by purchasing 13 used buses with local funding. No federal funding for expansion was available. Under current policies, these 13 vehicles will not compete for replacement within the states capital replacement program. CyRide must look elsewhere to replace these vehicles to keep costs to a minimum. Therefore, CyRide has developed a capital plan that requires a commitment to fund 3 buses each year through its 5307 formula federal funding until the fleet age is reduced and this older fleet is retired from the system. If this is not accomplished, these locally purchased CyRide vehicles would reach the age of 40 years before achieving the ability to be replaced within the state's competitive process. Any expansion of services for grant funding should include new vehicles in order to achieve a lower fleet age.

Heartland Senior Service Capital Needs

Heartland Senior Service has fifteen vehicles within their fleet -13 LD buses and 2 vans. All of Heartland's vehicles are accessible including their vans. Fourteen of their vehicles are currently past their useful life which is over half of their fleet. Heartland currently has an average fleet age of 7.5. If Heartland were to replace their vehicles according to FTA useful life guidelines, they should be under 4 years for their entire fleet.

CIT Capital Needs

CIT did not provide any information regarding their capital needs or vehicle fleet. Therefore, their needs will not be shown within this plan.

Human Service Agencies Needs

Requests for capital equipment fleets were requested to agencies that provided their own transportation service within the City of Ames through the initial surveys sent to 42 agencies. Although five agencies responded that they provide their own transportation, only Heartland Senior Services responded with their fleet information. In addition these remaining 4 agencies did not attend the coordination meeting in January 2007. Due to the deadline of this plan, this information will be requested again in the 2009 PTDP after participation in the process is developed. This coordination is essential and takes time to develop as evidenced within the coordination between CyRide and CIT.

Fleet Utilization Schedules

CyRide Fleet Utilization Schedule

Another requirement of the Passenger TDP is to review transportation provider's information on the utilization of their fleet or more specifically, the number of service hours each vehicle operates. The following table illustrates this information regarding CyRide's bus fleet. Low hours may indicate that a vehicle required extensive shop time or may be too costly to operate, but is needed in emergency situations. Vehicles without any hours have been placed within CyRide's contingency fleet and are most generally located off property. The 2006 vehicles were received in late fall, and therefore, do not have many hours used per week.

	Year	Make	Model	Fleet ID #	# of Seats	# of Wheelchair Spaces	Base Location	Assignments	# of Hours Used/Week	Used Evening/Weekend?	Projected Annual Miles
1	1975	C&Eq	FordBus	859	0	Ν	CyRide	Support	0.3	N	
2	1968	GMC	4521	869	45	Ν	CyRide	Large	6.5	Y	1,750
3	1984	ORION	01.507	890	34	Ν	CyRide	Contingency	0.0	N	-
4	1984	ORION	01.507	891	34	Ν	CyRide	Contingency	0.0	N	
5	1985	ORION	01.507	898	34	Ν	CyRide	Large	8.1	Y	2,317
6	1987	ORION	01.507	900	34	2	CyRide	Large	13.1	Y	6,476
7	1983	ORION	01.506	908	34	Ν	CyRide	Large	1.0	Y	942
8	1987	ORION	01.507	909	34	2	CyRide	Large	13.1	Y	5,656
9	1987	ORION	01.507	910	34	2	CyRide	Large	12.7	Y	7,082
10	1988	ORION	01.507	912	34	2	CyRide	Large	13.1	Y	7,840
11	1993	GILLIG	35/96	926	32	2	CyRide	Large	72.6	Y	33,827
12	1993	GILLIG	35/96	927	32	2	CyRide	Large	74.5	Y	30,555
13	1996	GILLIG	35/102	933	32	2	CyRide	Large	80.9	Y	39,166
14	1996	GILLIG	35/102	934	32	2	CyRide	Large	56.8	Y	39,264
15	1997	ELDOR	E350	938	13	1	CyRide	Mini	73.0	Y	9,398
16	1997	ELDOR	E350	939	13	1	CyRide	Mini	66.1	Y	8,254
17	1973	GMC	T8H5307	941	49	Ν	CyRide	Large	18.7	Y	7,751
18	1973	GMC	T8H5307	942	47	Ν	CyRide	Large	20.1	Y	7,645
19	1973	GMC	T8H5307	943	49	Ν	CyRide	Large	16.4	Y	6,726
20	1999	GILLIG	40/102 LF	944	36	2	CyRide	Large	79.9	Y	51,293
21	1999	GILLIG	40/102 LF	945	36	2	CyRide	Large	84.0	Y	46,475
22	1999	GILLIG	40/102 LF	946	36	2	CyRide	Large	76.7	Y	51,577
23	1999	GILLIG	40/102 LF	947	36	2	CyRide	Large	66.9	Y	44,242
24	1995	ELDOR	E350	949	14	2	City	ContMini	0.0	N	-
25	1999	DODGE	Truck	950	0	Ν	City	Support	11.0	Y	-
26	1974	GMC	T8H5307	952	53	N	CyRide	Large	19.9	Y	6,324
27	2000	ORION	05.501	953	37	2	CyRide	Large	47.6	Y	27,470
28	2000	ORION	05.501	954	37	2	CyRide	Large	57.0	Y	31,633
29	2000	ORION	05.501	955	37	2	CyRide	Large	47.3	Y	35,314
30	2000	ORION	05.501	956	37	2	CyRide	Large	51.7	Y	28,107
31	2000	ORION	05.501	957	37	2	CyRide	Large	52.0	Y	29,545
32	2000	ORION	05.501	958	37	2	CyRide	Large	51.9	Y	33,939
33	2002	SUPREME	E450	960	17	2	CyRide	Mini	31.2	Y	37,712
34	2002	SUPREME	E450	961	17	2	CyRide	Mini	54.6	Y	33,318
35	1990	ORION	05.501	962	47	<u>N</u>	CyRide	Large	21.7	Y	9,552
36	1990	ORION	05.501	964	47	<u>N</u>	CyRide	Large	20.7	Y	9,548
37	1990	ORION	05.501	966	47	N	CyRide	Large	23.0	Y	9,530
38	1990	ORION	05.501	967	47	N	CyRide	Large	23.4	Y	8,902
<u>39</u>	2002	CHEVY	ACTIVAN	968	6	1	CyRide	Mini - vans	38.8	Y	-
40	2005	CHEVY	EVAN	969	6	1	CyRide	Mini - vans	32.5	Y	-

	Year	Make	Model	Fleet ID #	# of Seats	# of Wheelchair Spaces	Base Location	Assignments	# of Hours Used/Week	Used Evening/Weekend?	Projected Annual Miles
41	2002	ORION	05.501	970	37	2	CyRide	Large	50.4	Y	32,435
42	2002	ORION	05.501	971	37	2	CyRide	Large	46.8	Y	31,100
43	2002	ORION	05.501	972	37	2	CyRide	Large	42.0	Y	34,216
44	2002	ORION	05.501	973	37	2	CyRide	Large	48.1	Y	33,746
45	2002	ORION	05.501	974	37	2	CyRide	Large	47.6	Y	28,552
46	2002	ORION	05.501	975	37	2	CyRide	Large	51.8	Y	33,134
47	2002	ORION	05.501	976	37	2	CyRide	Large	50.8	Y	30,329
48	2002	ORION	05.501	977	37	2	CyRide	Large	40.4	Y	33,849
49	2003	SUPREME	E350	978	13	1	CyRide	Mini	46.6	Y	30,743
50	2003	SUPREME	E350	979	13	1	CyRide	Mini	30.9	Y	31,427
51	1988	ORION	01.508	980	48	Ν	CyRide	Large	18.1	Y	8,471
52	1988	ORION	01.508	981	48	N	CyRide	Large	17.1	Y	8,353
53	1988	ORION	01.508	982	48	Ν	CyRide	Large	0.1	Y	7,925
54	1988	ORION	01.508	983	48	Ν	CyRide	Large	16.7	Y	8,428
55	1988	ORION	01.508	984	48	N	CyRide	Large	17.0	Y	10,082
56	1990	ORION	05.501	985	47	Ν	CyRide	Large	23.1	Y	9,154
57	1990	ORION	05.501	987	47	N	City	Contingency	0.0	N	-
58	1990	ORION	05.501	990	47	N	CyRide	Large	21.9	Y	11,477
59	1990	ORION	05.501	991	47	N	CyRide	Large	23.2	Y	10,954
60	2005	ORION	05.501	994	37	2	CyRide	Large	46.0	Y	19,562
61	2005	ORION	05.501	995	37	2	CyRide	Large	41.5	Y	24,026
62	2005	ORION	05.501	996	37	2	CyRide	Large	38.8	Y	25,035
63	2005	ORION	05.501	997	37	2	CyRide	Large	43.0	Y	21,525
64	2006	FORD	F-450	999	3	Ν	CyRide	Support	1.4	Y	-
65	2006	ORION	VII	1	37	2	CyRide	Large	13.3	Y	9,820
66	2006	ORION	VII	2	37	2	CyRide	Large	0.0	Y	8,000
67	2006	ORION	VII	3	37	2	CyRide	Large	9.5	Y	9,295
68	2006	ORION	VII	4	37	2	CyRide	Large	12.1	Y	9,650

Heartland Fleet Utilization Schedule

The following information was provided by Heartland Senior Services regarding their fleet. Heartland utilizes two vehicles for the Dial-A-Ride service they provide under contract with CyRide/City of Ames. The remaining vehicles would be utilized outside of Ames for service to Story County.

	Make	Model	Year	Fleet ID #	# of Seats	# of Wheelchair Spaces	Base Location	Assignments	# of Hours Used/Week	Used Evening/ Weekend?	Projected Annual Miles
1	Ford	Goshen	1998	7632	15	4	Ames	public transit	55	yes	41,644
2	Ford	Supreme	1993	7621	17	2	Ames	public transit	21	no	19,392
3	Ford	Collins	1997	7627	20	2	Ames	public transit	16	no	11,844
4	Ford	Supreme	1993	7620	17	2	Ames	public transit	17	no	13,548
5	Chevy	Enter	2004	7638	5	1	Ames	public transit	33	no	36,756
6	Chevy	Venture	1998	7631	5	1	Ames	public transit	11	no	14,940
7	Ford	Champion	2003	7634	18	2	Ames	public transit	19	yes	33,168
8	Ford	Goshen	1998	7633	15	4	Ames	public transit	42	yes	33,168
9	Ford	Collins	1996	7628	20	2	Ames	public transit	56	yes	40,200
10	Ford	Collins	1997	7629	20	2	Ames	public transit	33	no	25,932
11	Ford	Supreme	1998	7630	12	1	Ames	public transit	40	no	36,744
12	Ford	Goshen	2004	7635	18	4	Ames	public transit	36	yes	26,688
13	Ford	Goshen	2004	7636	18	4	Ames	public transit	53	yes	38,580
14	Ford	Goshen	2004	7637	18	4	Ames	public transit	70	yes	26,688
15	Ford	Goshen	2005	7639	16	2	Ames	public transit	57	yes	45,444

Human Service Agencies Needs

Again, information was not provided by surveyed human service agencies after several follow-up e-mails and phone calls. This information request will be improved for the 2009 PTDP.

Replacement Schedules

CyRide Fleet Replacement/Rehabilitation Schedule

The vehicles highlighted with red text below are scheduled to be replaced through the budget process and funding for their procurement has been either identified or secured. The remaining vehicles highlighted in yellow indicate a need to be replaced as they are past their useful life according to FTA; however, funding has not been identified for their replacement.

									Type of	Improv	ement	
	Year	Model	Make	Fleet ID #	Vehicle Equip.	Previously Rehabbed (Yes/No)	Mileage as of 6-30-06	Scheduled FY 07	Proposed FY 08	Proposed FY 09	Proposed FY 10	Proposed FY 11
1	1975	C&Eq	FordBus	859		Yes	233,086		REP			
2	1968	GMC	4521	869			207,016		REP			
3	1984	ORION	01.507	890		Yes	465,007		REP			
4	1984	ORION	01.507	891		Yes	473,042		REP			
5	1985	ORION	01.507	898		Yes	433,376	REP				
6	1987	ORION	01.507	900	L	Yes	606,486					REP
7	1983	ORION	01.506	908		Yes	370,172		REP			
8	1987	ORION	01.507	909	L	Yes	620,602		REP			
9	1987	ORION	01.507	910	L	Yes	609,048		REP			
10	1988	ORION	01.507	912	L	Yes	537,237		REP			
11	1993	GILLIG	35/96	926	L		470,159		REP			
12	1993	GILLIG	35/96	927	L		455,132		REP			
13	1996	GILLIG	35/102	933	L		418,526		REP			
14	1996	GILLIG	35/102	934	L		419,927		REP			
15	1997	ELDOR	E350	938	L		186,936			REP		
16	1997	ELDOR	E350	939	L		191,040			REP		
17	1973	GMC	T8H5307	941			71,913					REP
18	1973	GMC	T8H5307	942			64,762				REP	
19	1973	GMC	T8H5307	943			67,054				REP	
20	1999	GILLIG	40/102 LF	944	R		314,168					REP
21	1999	GILLIG	40/102 LF	945	R		312,268					REP
22	1999	GILLIG	40/102 LF	946	R		304,593					REP
23	1999	GILLIG	40/102 LF	947	R		305,307					REP
24	1995	ELDOR	E350	949	L		280,964		REP			
25	1999	DODGE	Truck	950			36,746	REP				
26	1974	GMC	T8H5307	952			58,417				REP	
27	2000	ORION	05.501	953	L		178,047					
28	2000	ORION	05.501	954	L		174,388					
29	2000	ORION	05.501	955	L		175,146					
30	2000	ORION	05.501	956	L		180,147					
31	2000	ORION	05.501	957	L		173,173					
32	2000	ORION	05.501	958	L		182,516					
33	2002	SUPREME	E450	960	L		158,575		REP			
34	2002	SUPREME	E450	961	L		146,214		REP			
35	1990	ORION	05.501	962			34,366		REP			
36	1990	ORION	05.501	964			37,207			REP		
37	1990	ORION	05.501	966			39,165		REP			
3/12/	2007				45				2000	8 Ames	DTDD	

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									Type of	Improv	ement	
	Year	Model	Make	Fleet ID #	Vehicle Equip.	Previously Rehabbed (Yes/No)	Mileage as of 6-30-06	Scheduled FY 07	Proposed FY 08	Proposed FY 09	Proposed FY 10	Proposed FY 11
38	1990	ORION	05.501	967			38,911		REP			
39	2002	CHEVY	ACTIVA N	968	L		68,142		REP			
40	2005	CHEVY	EVAN	969	L		27,995			REP		
41	2002	ORION	05.501	970	L		99,039					
42	2002	ORION	05.501	971	L		97,522					
43	2002	ORION	05.501	972	L		96,967					
44	2002	ORION	05.501	973	L		93,633					
45	2002	ORION	05.501	974	L		91,394					
46	2002	ORION	05.501	975	L		89,613					
47	2002	ORION	05.501	976	L		92,140					
48	2002	ORION	05.501	977	L		92,368					
49	2003	SUPREME	E350	978	L		78,838		REP			
50	2003	SUPREME	E350	979	L		87,357		REP			
51	1988	ORION	01.508	980			530,492	REP				
52	1988	ORION	01.508	981			567,155	REP				
53	1988	ORION	01.508	982			499,859		REP			
54	1988	ORION	01.508	983	L		534,930		REP			
55	1988	ORION	01.508	984	L		414,490			REP		
56	1990	ORION	05.501	985			407,366		REP			
57	1990	ORION	05.501	987			413,349		REP			
58	1990	ORION	05.501	990			435,363		REP			
59	1990	ORION	05.501	991			433,620			REP		
60	2005	ORION	05.501	994	L		20,054					
61	2005	ORION	05.501	995	L		24,171					
62	2005	ORION	05.501	996	L		25,115					
63	2005	ORION	05.501	997	L		21,674					
64	2006	FORD	F-450	999	т		191					
65	2006	ORION	VII	1	L							
66	2006	ORION	VII	2	L							
67	2006	ORION	VII	3	L							
68	2006	ORION	VII	4	L							

Heartland Senior Services Replacement Schedule

								Ту	pe of Im	proveme	ent
Make	Model	Year	Fleet ID #	Vehicle Equip.	Previously Rehabbed (Yes/No)	Mileage as of 6/30/2006	Scheduled FY 07	Proposed FY 08	Proposed FY 09	Proposed FY 10	Proposed FY 11
Ford	Goshen	1998	7632	L, MR	No	216,428		REP			
Ford	Supreme	1993	7621	L, MR	No	257,611					
Ford	Collins	1997	7627	L, MR	No	185,926		REP			
Ford	Supreme	1993	7620	L, MR	No	241,806					
Chevy	Enter	2004	7638	R, MR	No	74,249				REP	
Chevy	Venture	1998	7631	R, MR	No	158,282		REP			
Ford	Champion	2003	7634	L, MR	No	83,468				REP	
Ford	Goshen	1998	7633	L, MR	No	216,469		REP			
Ford	Collins	1996	7628	L, MR	No	171,565		REP			
Ford	Collins	1997	7629	L, MR	No	170,443		REP			
Ford	Supreme	1998	7630	L, MR	No	214,491		REP			
Ford	Goshen	2004	7635	L, MR	No	40,428					REP
Ford	Goshen	2004	7636	L, MR	No	44,612					REP
Ford	Goshen	2004	7637	L, MR	No	48,631					REP
Ford	Goshen	2005	7639	L, MR	No	6,397					REP

TOTAL AVERAGE AGE

Heartland Senior Services' replacement schedule for their fleet is identified above. Approximately 93% of Heartland Senior Services' fleet is past their useful life. It should be noted that the majority of their fleet is operating rural service funded through Heart of Iowa Regional Transit Agency (HIRTA). Their replacement of vehicles would also be documented within CIRPTA's Region 11 PTDP process but would be incorporated within HIRTA's entire fleet. However, CyRide hopes to lease a new expansion vehicle to HIRTA/Heartland Senior Services every seven years to aid in their Dial-A-Ride operations for the City of Ames. The vehicle would be owned and maintained by CyRide but operated by Heartland Senior Services.

In addition, HIRTA will purchase Heartland Senior services another 176" LD vehicle in 2008 for a total of \$73,000 allowing Heartland Senior Service to better serve the public. This will be funded from HIRTA as the vehicle will be primarily for rural services and it is documented within CIRPTA's PTDP plan.

CIT Replacement Schedule

CIT did not provide a fleet replacement/rehabilitation schedule.

Human Service Agencies Needs

The human service agencies surveyed did not provide any fleet replacement/rehabilitation schedule.

F. Facility Needs

CyRide, through the development of a Facilities Master Plan, has identified extensive facility needs. Phase II, the new administrative portion of the facility will be constructed beginning in April 2007 through 5309 earmarked funding and infrastructure grant funding. In addition, public information meetings were scheduled through the Transportation Improvement Plan and grants process through Phase II of the Facilities Master Plan. Phase III of the Facilities Master Plan has not yet commenced. The IDOT can reference additional information within the Public Transit Infrastructure Grant submitted to the IDOT December 15, 2006 for additional details in regards to CyRide's Phase II facility needs for the administrative areas. FTA can access the latest 5309 grant for facility funding for these documents or the architecture plans submitted to their procurement office for the new administrative area. Furthermore, any of CyRide's grants are public information and may be viewed upon request. CyRide has continued SAFETEA-LU earmarks scheduled through 2009 to fund the facility upgrade needs that are required as noted within the Facilities Master Plan. Only 5309 and Infrastructure Grant funding have been identified to fund future facility needs.

G. Goals/Objectives

Based on the needs identified throughout this plan from the transit providers and human service providers, the policy committee has identified the following overall objectives to be accomplished within the next several years within the Ames area if funding is available. These goals will strive to target the low-income, elderly/disabled, and working populations.

- Reduce fleet ages and improve accessibility of transportation providers
- Extend route hours of service
- Improve frequency of service
- Increase geographic area of service coverage
- Increase involvement/coordination between providers and human service agencies towards transportation services

Financial Resources

As stated within the document purpose earlier, the three federal funding programs that rely upon inclusion in this document for grant approval are the Elderly & Disabled Program (5310), Job Access and Reverse Commute (5316) and New Freedom (5317). However, Iowa is requiring that all state and federal funding be addressed within the PTDP. Each one of these programs is described in detail below.

<u>Special Needs (Elderly & Disabled Program - 5310)</u>: This Special Needs program was established to provide federal funding for support of transit activities in rural areas and in urban areas, and to support transit activities providing service to elderly persons and persons with disabilities. Urban and regional transit systems are eligible for this funding through a performance-based distribution formula based on prior year's statistics that are reported to the Iowa Department of Transportation. This funding could be used to support operating expenses for contracted ADA service (80%) or to purchase vehicles as long as they are primarily utilized for ADA service operations (83%). For CyRide, 5310 funding will be primarily utilized to reimburse Dial-A-Ride services operated by their subcontractor Heartland Senior Services. This DAR service is ADA service for the City of Ames.

<u>Job Access and Reverse Commute (JARC - 5316)</u>: The Job Access and Reverse Commute (JARC) program funds the development of transportation service to connect welfare recipients and low income person to employment and support services such as childcare or training. The transportation bill reauthorization changed this program from a discretionary program to a formula based program. This formula is now based on the amount of low-income population. Iowa receives a single allocation for urbanized areas from 50,000 – 200,000 and a separate allocation for non-urbanized areas. Both are available through competitive applications as required in SAFETEA-LU.

CyRide has not competed for past discretionary JARC funding. HIRTA has previously accessed JARC for other counties in Region 11 but not for Heartland Senior Services providing service for Story County. However, with the change requiring all transit systems to develop a Passenger TDP, more systems will begin developing projects and requesting this funding to support their operations. Specifically, JARC subsidizes 50% of operating costs and 80% of capital.

It should be noted that if not all the large urbanized areas or regional systems compete for these funds there would be additional funding available during that year for those that do request funding. For instance, only one system within the large urban transit system competed for federal funding in FY2007 and received full funding for their project.

<u>New Freedom (5317)</u> - The New Freedom program encourages services and facility improvements that go beyond those required by the Americans with Disabilities Act. New Freedom can also expand services to persons with disabilities. The funds are allocated based upon the number of rides it provides to persons with disabilities. Allocations go to designated recipients in areas over 200,000, to States for areas under 200,000 and non-urbanized areas. Projects must be in a locally-developed human service transportation coordinated plan beginning in FY2007. A tenth of the funds may be used for planning, administration and technical assistance.

Under this program, the IDOT gives estimated amounts available called "marks" to each large urban transit system in the UZA's under 200,000 in population. If not all the systems apply for this funding, then the funding is available to those that do apply is higher if the IDOT deems the project acceptable. This process is similar for regional systems under 50,000 in population.

<u>State Transit Assistance (STA -Special Projects)</u> – The state brought back their special projects program under STA to assist funding coordination projects identified within the PTDP process. Applicants can apply to the Iowa Department of Transportation for funding of approximately \$5,000 - \$15,000 per year for defined projects.

<u>State Transit Assistance (STA)</u> – This funding provides state funding assistance to support and improve locally sponsored public transit systems. The bulk of this money is distributed among Iowa's 35 transit systems based upon each transit system's performance during the previous years in terms of rides, miles and local funding support. In Iowa, 1/20 of the first four cents of the sales tax collected on the sale of motor vehicles and accessory equipment is used to generate these funds. CyRide utilizes the funding for support of their operations.

<u>Iowa's Clean Air Attainment Program (ICAAP)</u> – This program funds highway/street, transit, bicycle/pedestrian, rail, or freight projects or programs which help maintain Iowa's clean air quality by reducing transportation-related emissions. Eligible projects will fall into one of the following categories: 1) those which reduce emissions via traffic flow improvements and provide a direct benefit to air quality by addressing ozone, carbon monoxide or PM-10 (particulate matter); 2) those which reduce vehicle miles of travel (VMT); 3) those which reduce single-occupant vehicle trips; and 4) other transportation improvement projects which improve air quality or reduce congestion. Transit capital improvements and/or net operating costs of new transit services are eligible for up to three years (at 80 percent federal/20 percent local participation). A minimum request of \$20,000 is required along with a 20% local match to the federal dollars.

<u>Urbanized Area Formula Program (5307)</u> – This program is an annual apportionment for urbanized areas over 50,000 in population to allow for operating, capital and planning activities. For CyRide, the funds can be used to support operating deficits or for capital improvements at 80% federal, 20% non-federal basis. For vehicles designed for access by person with disabilities, the federal share increases to 83% and increases to 90% when used for clean air equipment.

<u>Discretionary Earmarks (5309)</u> – This program provides federal funding assistance due to Congressional earmarks for transit capital improvements including bus/bus facility replacement or expansions, and fixed guideway modernization. Funding has primarily been allocated to CyRide directly for support of their facility upgrades to the maintenance garage and administrative building. The State of Iowa also receives this type of funding for improvements to all transit systems which is given out systematically through a process called Public Transit Management System (PTMS). Transit systems within Iowa may compete for statewide funds so long as they document that they have spent an amount equal to 20% of their federal formula funding and the required local match on qualifying capital.

<u>Surface Transportation Program (STP)</u> – The Surface Transportation Program (STP) funds roadway and transit capital projects on an 80% federal, 20% local basis. The Ames Area Metropolitan Planning Organization program STP funds for the Ames area which can be used on roadway, transit vehicles, or bike/pedestrian enhancement projects. The Ames Area Metropolitan Planning Organization is currently funding the Ames Transit Feasibility Study (\$100,000) through 40% STP funding. Reimbursements for this project will be requested directly from the City of Ames.

<u>Non-urbanized Formula Funding (5311)</u> – Non-urbanized Formula Funding is only available for rural transit services and not available as viable funding source for transportation within the City of Ames since Ames is 100% urban. Therefore this funding is not referenced within the urban Ames PTDP plan. This funding would be addressed within CIRPTA's PTDP for rural funding in Story County. Heartland Senior Services would receive this funding for rural transportation in Story County through their contract with Heart of Iowa Regional Transit Agency (HIRTA).

Below are estimated federal funding "anticipated" for each of these funding sources for the Ames UZA and reflect only formula projections and SAFETEA-LU Earmarks. Funding programs below with question marks indicate that the programs are competitive in nature or discretionary projects.

Ames UZA (CyRide)	2008	2009	2010	2011	TOTAL
5310 (Elderly/Disabled)	\$ 146,080	\$ 153,384	\$ 161,053	\$ 169,106	\$ 629,623
STA (State Operating					
Transit Assistance)	\$ 487,859	\$ 512,252	\$ 537,865	\$ 564,758	\$ 2,102,733
5307 (CyRide Formula -					
delayed a year)	\$ 1,469,563	\$ 1,610,455	\$ 1,713,131	\$ 1,798,788	\$ 6,591,937
5309 Earmarks (CyRide					
facility only)	\$ 434,720	\$ 451,440	?	?	\$ 886,160
5316 (JARC)	?	?	?	?	?
5317 (New Freedom)	?	?	?	?	?
STA (Special Projects -					
PTDP Coordination					
Planning)	?	?	?	?	?
ICAAP (CMAQ)	?	?	?	?	?
STP	?	?	?	?	?
TOTAL	\$ 2,538,222	\$ 2,727,531	\$ 2,412,049	\$ 2,532,651	\$ 10,210,453

Note: Question marks in the above table represent competitive funding programs that cannot be quantified until applications are approved by state/federal government decision makers. Future years of formula funding beyond 2008 are estimations and increased 5% each year. 5309 earmarks were documented allocations to CyRide within SAFTEA-LU for improvements to the facility.

Passenger Transportation Investment Program

The following projects were recommended to be incorporated into the PTDP investment Program through the January 11, 2007 meeting with the Human Service and Transportation Providers. The committee recommended and ranked projects to be included into the PTDP investment plan. The Ames Area Metropolitan Planning Organization (AAMPO) reviewed the document for its approval informally prior to the draft submission on February 1, 2007. Formal approval of the goals, objectives and investment plans were approved through the AAMPO committees in March 2007. These projects only reflect 5310, 5316, 5317 and ICAAP funding. STP funding is not recommended for transit purposes at this time by the AAMPO. The draft FY2008-FY2011 TIP reflecting additional federal funding projects is included on page 51 of this document. The investment plan below reflects only funding proposed for projects related to low-income, elderly and disabled programs. (Human service agencies did not provide information regarding funding for any programs relating to individuals in these categories.)

Program of Recommended Projects – 2007

The projects below must be incorporated into the 2007 year of funding as the Iowa Department of Transportation will apply for this funding before the 2008 STIP is approved.

Provider Name	Project Description	Туре	· •	l Cost	Source	Fed	. Amount
	Brown Route Service						
	Frequency and Hours						
CyRide	Expansion	OPS	\$	42,000	5316	\$	21,000
CyRide	Yellow Route	OPS	\$	4,400	5316	\$	2,200
CyRide	Replacement of 40' HD Bus	CAP	\$	315,000	5317	\$	94,143
	Service to Dayton Industrial Area, Dialysis, Agency						
CyRide	Locations @ 13th/Dayton	OPS	\$	314,000	5316		157,000
TOTAL			\$	675,400		\$	274,343
Program of Recommended	d Projects – First Year 2008						
<u>Provider Name</u>	Project Description	Type	<u>Tot</u> a	al Cost	Source	Fee	<u>l. Amount</u>
	Subcontracted Ames ADA						
Heartland Senior Services	Complimentary Services -						
(CyRide Subcontractor)	Dial-A-Ride Services	OPS	\$	111,013	531	0\$	88,810
	Replace Heartland Senior						
Heartland Senior Services	Services Service Bus for						
(CyRide Subcontractor)	CyRide ADA Service	CAP	\$	69,000	531	0 \$	57,270
	Brown Route Service						
	Frequency and Hours						
CyRide	Expansion	OPS	\$	44,100	531	6\$	22,050
CyRide	Yellow Route	OPS	\$	4,620	531	6\$	2,310
5				,			,
	Service to Dayton Industrial						
	Area, Dialysis, Agency						
CyRide	Locations @ 13th/Dayton	OPS	\$	329,700	5310	5	164,850
J	_ · · · · · · · · · · ·		т	, 0			- ,
CyRide	Replacement of 40' HD Bus	CAP	\$	315,000	531	7\$	98,850
TOTAL			\$	873,433		\$	434,140

Yea	Sketch Plan - Years 2009, <u>r Provider Name</u>	2010, 2011 <u>Project Description</u>	<u>Type</u>	Τα	otal Cost	Sources Am	ount
100		Subcontracted Ames ADA	1,00				
	Heartland Senior Services	Complimentary Services -					
	2009 (subcontractor of CyRide)	Dial-A-Ride Services	OPS	\$	134,925	5310 \$	107,940
		Service to Dayton Industrial					
		Area, Dialysis, Agency					
	2009 CyRide	Locations @ 13th/Dayton	OPS	\$	346,185	5316	173,093
		Brown Route Service					
		Frequency and Hours					
	2009 CyRide	Expansion	OPS	\$	46,305	5316 \$	23,153
	2009 CyRide	Yellow Route	OPS	\$	4,851	5316 \$	2,426
	2009 CyRide	Replacement of 40' HD Bus	CAP	\$	356,108	5317	295,570
	2009 CyRide	Vanpool Program - Vans	CAP	ф \$	270,000	CMAQ	216,000
	2009 CyRide	Vanpool Program -	CAF	φ	270,000	CMAQ	210,000
	2009 CyRide	Operating	OPS	\$	162,455	CMAQ	129,964
200	9 Subtotal	Operating	013	φ \$	839,719	¢	667,112
200.	Subtotal			φ	039,719	φ	007,112
		Subcontracted Ames ADA					
	Heartland Senior Services	Complimentary Services -					
	2010 (subcontractor of CyRide)	Dial-A-Ride Services	OPS	\$	141,671	5310 \$	113,337
		Service to Dayton Industrial					
		Area, Dialysis, Agency					
	2010 CyRide	Locations @ 13th/Dayton	OPS	\$	363,494	5316	181,747
		Brown Route Service					
		Frequency and Hours					
	2010 CyRide	Expansion	OPS	\$	48,620	5316 \$	24,310
	2010 CyRide	Yellow Route	OPS	\$	5,094	5316 \$	2,547
	2010 CyRide	Replacement of 40' HD Bus	CAP	\$	373,913	5317	310,348
201	0 Subtotal			\$	427,627	\$	337,205
		Subcontracted Ames ADA					
	Heartland Senior Services	Complimentary Services -					
	2011 (subcontractor of CyRide)	Dial-A-Ride Services	OPS	\$	148,755	5310 \$	119,004
		Service to Dayton Industrial	015	Ŷ	1.0,700	0010 ¢	119,000
		Area, Dialysis, Agency					
	2010 CyRide	Locations @ 13th/Dayton	OPS	\$	381,669	5316	190,834
		Brown Route Service		+	,		-, ,,,
		Frequency and Hours					
	2011 CyRide	Expansion	OPS	\$	51,051	5316 \$	25,526
	2011 CyRide	Yellow Route	OPS	\$	5,348	5316 \$	2,674
	2011 CyRide	Replacement of 40' HD Bus	CAP	\$	392,609	5317 \$	325,866
201	1 Subtotal			\$	449,009	\$	354,065
-01				Ψ	,	Ψ	,

Draft FY2008-FY2011 Transportation Improvement Plan

Per requirements of the Iowa Department of Transportation, the following proposed projects encompassing all federal and state transit funding for the Ames area for transit projects are included below.

			Vehicle				Total	Total Cost			Federal Participation	rticipation		
Fund			Identification or	Type	Type			-		-	-	-		2008
Type	System	Project Description	Remarks	Exp	Project	2008	2009	2010	2011	2008	2009	2010	2011	STA
72/17/57		General Operations												
A A	CyRide	General Operations		0		5,806,892	6,039,168	6,280,734	6,531,964	\$1,610,455	\$1,713,131	\$1,798,788	\$1,888,727	487,859
5316	CyRide	East 1.5th/Lincoln Way/Dayton Commercial/Industrial Area		0	Exp	329,700	346,185	363,494	381,669	164,850	173,093	181,747	190,834	
5316	CyRide	brown Koute Frequency/Hours Expansion		0	Exp	44,100	46,305	48,620	51,051	22,050	23,153	24,310	25,526	
5316	CyRide	Yellow Route Expansion		0	Exp	4,620	4,851	5,094	5,348	2,310	2,426	2,547	2,674	
5317/Lo cal	CyRide	One 40' HD bus with camera	966	C	Rep	339,150	356,108	373,913	392,609	98,850	103,793	108,982	114,431	
5310	CyRide	Contracted paratransit service		0		111,013	134,925	141,671	148,755	88,810	107940	113,337	119,004	
5310	CyRide	1 - 138" Light Duty (Diesel, Urban, Cameras)		C	Exp	69,000				57,270				
5310	CyRide	Transit Amenities		C	Rep		54,752	57,489	50,662		45,444	47,716	42,049	
5309	CyRide	10 - 40' HD buses (Cameras)	869, 926, 927, 933, 934 , 980, 981, 983, 985, 990	C	Rep	3,230,000				2,680,900				
5309	CyRide	6 - 158" Light Duty (Diesel, Urban, Cameras)	859, 949, 938, 939, 960, 961	С	Rep	468,000				388,440				
5309	CyRide	Scissor Lift for Shop/M aintenance		C	Exp	35,000				28,000				
5309	CyRide	System/HVAC System			Exp	200,000				160,000				
5309	CyRide	Facility Cameras/Proximity Card Access	20 Cameras(20*\$1,333) ; 10 Proximity Cards	C	Exp	56,660				45,328	0			
5309	CyRide	Steam clean area; noist and floor repair		C	Rep		200,000				160,000			
5309	CyRide	Vehicle Security System Camera Replacement	2009: ($$8,000*13$), 2010: ($$8,000*14$)	С	Rep		104,000	112,000		0	83,200	89,600		
5309	CyRide	Storage area air handling replacement		С	Rep			150,000			120,000			
5309	CyRide	control		С	Exp				180,000			144,000		
5309	CyRide	Garage Rehab and Expansion Phase III (Direct Earmarks)		C	Exp/Reh	543,400	564,300	1,000,000	500,000	434,720	451,440	800,000	400,000	
5309	CyRide	AVL technology, web planner, passenger counters		U	Exp		1,632,540				1,175,429			
5309	CyRide	Resurface ISC Commuter Parking		С	Reh		1,000,000				720,000			
5309	CyRide	ISU North Intermodal Facility		С	Exp			15,625,000				12,500,000		
Total					Total	11,237,535	10,483,133	24,158,016	8,242,057	5,781,983	4,879,047	15,811,027	2,783,246	
Capital				_	Capital	4,941,210	3,911,699	17,318,402	1,123,270	3,893,508	2,859,305	13,690,298	556,481	

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2008 Ames PTDP

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<u>Next Steps</u>

The Passenger Transportation Development Plan is a new process for the Ames Area Metropolitan Planning Organization. While this process was valuable in developing the needs of the Ames area, this will be a planning endeavor that will be further refined over the next few years. Although participation in the process was substantial, it is anticipated that participation will increase over the next year bringing more in-depth discussions in regards to funding and collaboration. Anticipated growth for discussion will be improved particularly in identifying human service providers providing transportation with vehicles they own and operate. Due to the considerable interest between human service and transportation providers with this first PTDP process, the collaborative meetings may be developed into an established routine throughout the year. As the PTDP process develops throughout the state, lessons learned can be shared between MPO's and RPA's to help make this process better for all areas in Iowa. APPENDIX

Transportation Provider Survey Distribution Listing Appendix A.

The transportation providers below were requested to fill out information regarding transportation they provide and need for their organization. The agencies identified in yellow actually filled out survey responses and are provided within Appendix B.

ortation Providers in MPO Area Name Contact (First Name) Address City (1) Klooster Klooster Name 2701 Ford St. Ames Ames (1) Atwood Navoid Shari 1700 6th St. Ames Ames (1) Nevels Nevels Theresa 205 S. Walnut Ames Ames es Navest lowa Transportation) - NWITours.com Nevels Table St. Ames Ames Ames hwest lowa Transportation) - NWITours.com Novels Nark Nark Nark Ames <		Contact (Last					
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interfactinterfactinterfactinterfactinterfact $(1, 1)$ <	Windstar Lines			820 SE Dalbey Drive	Ankeny	IA	50021
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	Star Shuttle Party Buses			4675 Merle Hay Rd	Des Moines	A	50322

Appendix B Transportation Providers Surveys

國家主義國際的電影	A. AND	n i i i i	ata Current as of:	30 Jan -
TANK A REAL TANK	A ANDREAM			
L Provider Name: Ames Tra	nsit Agency (C) Ri	de)	No. of the Arriver of the Arriver	12. 1915 1 5 100
Transit System Affiliation:		Designated Public Contractor to Desig None		
Contact Person: Shari Are	hou	A. MILLION PROM	Phone: 51	239.5539
Contact E-mail: satwood	and the second se		1. 10 P. 4. 17	STELLY 8.
Mailing Address: 1700 W. 6	th Ave.			二月上海湯
City, Zip: Ames, LA	50014	Contraction of the second		1444
A STREET, STRE	and an and the second	Contraction of the second	2. TANK	
. General Description of Transit	Operations	State State Street		100
a. Type of Service(s):	Final Route 15	emand Response, Sub-	cuplica	· 新聞、新聞作う
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	Stanoner .	WELL FREE WALL	時間を見合	这时时
b. Groups Served:	City of Anus n	sideots and general pu	blic	
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	「おおおけまた」は	THE SHORE A DOMESTIC	SPACE REAL PROPERTY	ALCONT S
c. Service Area:	City of Amea			
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d. Service Hours and Days of (Operation	にはた 「「大 言語	1. 新生活的	進行員為
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Monday		6:23 a.m. to 12:39 a.m		- 私告望
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		Operates 362 days/ye	at. No operation on t	w folk
e. Number of Employees Invol		Operates M2 days/ye	xt. No operation on th	n: folk
e. Number of Employees Invol	ved in Transit			n: folk
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Administrative Maintenance Drivers f. Union. Are any employees c	ved in Transit Full Time 0 10 29 29 29 29 29 29 29 29 29 29 29 29 29	Patt Time 0 6 74	Volunteers 0 0 0	e folk

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Vehicle Fleet	arean Alia	胡蔭	國和古	
Temple Treet	A State of the state of the			
Number of Vehicles:	Buses:	30	Vans:	"""""""""""""""""""""""""""""""""""""""
	Trucks:	3	Sedans:	010 5 00 10 10
Station	Wagons:	0.5	Others	0
Wheelchair Spaces:			胡花作	
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Number of Vehicles With:	Wheelchair			41 黄昏恶了后
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、 計劃時期以後、小学科、明正社会。		Actu	and the second se	Projected
Operating:		S (6 8)	THE	
Passengers			4,173,208	
Wheelchair Lift Operations Perform	ed			
Revenue Miles	2011E30		1,073,98	
Revenue Hours			99,710	
Passenger Revenue/Mile	SISS 21	-		
Passenger Revenue/Hour	1111000			
Average Daily Passenger Carried	States of the states of the	1960 Y 1980 7	11,528	10 140 12 Car 1 100
Financial:	是「田村」	of	的重起门	化非微不定法试验
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Operating Revenues	1000	_	5,669,859	
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Revenue/Revenue Hour	EA IDS			
Average Passenger Fare/Trip	100			
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如用語語論。如何是可能的言語				
Shared Facilities with Other Transp	ortation Provis	ders/Hum	an Service Ag	encies:
Name of Provider/Agency	and the state	THE CLO	Trainer	10
1 None	AREN V LINEA.	State of States	Type of	Pacifity
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CyRide

Nat	me of Provider/Agency	Description of Coordination Effort
1 Heartland Ser	vice Agency	Provides Paratnansit Services for Cy-Ride
2 CIT		Provides impress during Cy-Ride peaks to alleviate
3 Malwest Tran	sportation	Provides vehicles for special events such as Special Oly
4		
5		
6		
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What Areas o	f Transportation Service Contained	ordination Are of Interest to You?
(check all tha Joining a ner Centralized s Contracting t Collaborate in Contracting t Consolidaring Technology f Centralized fi Pooling train	it apply) work of transportation/hum cheduling, dispatch, and vel o purchase transportation se i grant writing o provide transportation ser g service to a single provider or vehicle tracking and ride sel purchasing	an autvice providers to look at coordination hicle tracking ervice vice

CyRide

Level of Success:	a standard and a standard a standard between a	
的是的	B: Not successful, will not continue the project C: Unsure	ha Me
Funding Source	Project	Lev
	Contracting Paratement Service with Hearifand	A
	Wheelchair lift replacements Purchase of one 158" LD bus	1
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	Make	Model	ţ	Fleet ID #	# of Scats	# of Wheelchair Spaces	Base Location	Assignments	# of Hours Used/Week	Used Evening/W cekend?	Projected Annual Miles
51	2000	ORION	02.501	595	37	5	CyRide	amel	47.6		27.470
58	2000	ORION	05.501	75	37	2	CyRide	Large	57.0	>	31,633
52	2000	ORION	109790	908	37	2	CyRude	Large	47.3	>	35,314
8	2000	ORION	109:90	996	37	2	CyRide	Large	51.7	X	28,107
E	2000	ORION	06.501	295	37	'n	CyRide	Large	52.0	*	29,545
2	2000	ORION	06.501	958	15	74	CyRide 1	Large	61.9	٨	33,939
21	2002	SUPREME	E450	096	17	N	CyRide	Mni	31.2	*	37.712
m)	2002	SUPREME	E450	981	17	2	CyRide	Mni	54.6	*	33,318
2	1960	ORION	06,501	962	47	z	CyRide	Large	21.7	٢	9,552
8	1990	ORION	09,501	Ŧ	47	z	CyRide	Large	20.7	*	9,548
12	1990	ORION	05.501	906	47	z	CyRide .	Large	23.0	٨	065,9
38	1990	ORION	05,501	967	47	z	CyRide	Large	734	λ	5,902
21	2002	CHEVY	ACTIVAN	806	œ	1	CyRide	Mini - vans	38.8	X	
\$	2005	CHEVY	EVAN	696	w	•	CyRide	Mini - vans	32.5	*	
Ŧ	2002	ORION	05.501	970	37	N	CyRide	Large	50.4	,	32,435
잌	2002	ORIGN	05.501	116	37	N	CyRide	Targe	46.8	7	31,100
-	2002	ORION	05.501	226	37	61	CyRide	Large	42.0	2	34,216
-	2002	ORION	05.501	626	37	2	CyRide	Large	48.1	*	33,746
\$	2002	ORION	05.501	974	37	2	Cyflide	Large	47.6	*	28,552
¥	2002	ORION	09:501	975	31	2	CyRide	Large	51.8	×	33,134
4	2002	ORICIN	06.501	976	37	2	CyRide	Large	50.8	×	30,329
\$	2002	ORION	06.501	877	31	FN	CyRide	Large	40.4	*	33,849
40	2003	SUPREME	E350	878	13	-	CyRide	Mni	46.8	۶	30,743
8	2003	SUPREME	E350	6/6	13	÷	CyRide	Mni	30.9	۲	31,427
5	1968	DRIDN	01.508	980	89	z	CyRide	Large	18.1	*	8,471
2	1968	NORON	01.508	881	48	z	CyRide	Large	1.11	×	8,353

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2 83 7 1944	Make	Model	Year	Fleet ID #	# of Scars	# af Wheelchair Spaces	Base Location	Assignments	# of Hours Used/Week	Used Evening/W Annual celend? Miles	Projected Annual Miles
13	1988	ORION	01.508	982	48	N	CyRide	Large	1.0	_	7.925
The second	1968	ORION	01.508	983	48	z	CyRide	Large	16.7	*	8.428
22	1998	ORION	01.500	984	48	z	CyRide	Large	17.0	*	10,062
20	1990	ORION	05.501	595	47	z	CyRide	Large	23.1	>	9,154
12	1990	ORION	05.501	1961	47	N	City	Contingency	0.0	z	1
58	1990	ORION	05.501	005	47	z	CyRide	offer	21.9	>	11,477
66	1990	ORION	05.501	168	47	z	CyRide	agricul	23.2	2	10,954
31	2002	ORION	05.501	춓	37	2	CyRide	Large	46.0	۲	19,662
19	2005	ORIGN	05.501	202	37	2	CyRide	Large	41.5	×	24,026
3	2005	ORION	05.501	906	37	2	CyRide	Large	38.8	>	25,035
31	2005	ORION	06.501	266	37	2	Cyflide	Large	43.0	*	21,525
T	2006	FORD	F-450	998	m	z	CyRide	Support	1.4	*	ľ
102	2008	ORION	NI	•	37	N	CyRide	Large	13.3	*	9.620
3	2006	ORION	NI,	en .	37	r4	CyRide	Large	0.0	۲	8.000
5	2006	ORION	5	9	37	rs.	CyRide	Large	9.5	٨	9,295
3	2006	ORION	IIN	4	37	2	CyRide	Laroe	12.1	>	0.6FD

	Transit	Transit System Names Ames 7	tes Ames Tenn	ransar. Agence - Cyllada	Side			Data Co	Data Current As Of-	00.11 204444	6/30/2006	
	Equipm	Equipment Code:	L=Who	Wheelchair Lift	R = Wheel	R = Wheelchair Ramp	MR = Mobile Radio	oile Radio	$F = F_2$	F = Farebox		
	Type of la	Type of Improvement:	REP	REP = Replace	REHAB =	REMAB = Rehabilitate		「日本				
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	Make	Model	Yes	Fleet ID #	Vehicle Equipment	Previously Rehabled O'cs/No)	Mileage as of 6-30-06	Scheduled FV 07	Proposed FV 06	Proposed FV 06	Proposed FV 10	Proposed PV 11
1	1975	C&Eq	FordBus	859		Yes	233,086		REP	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
	1968	GMC	4521	698			207,016		E.			REP
	1984	ORION	01,507	890		Yes	465,007		REP			
	1984	ORION	01.507	891		Yes	473,042		REP			
	1985	ORION	01.507	868		Yes	433,376	REP				
	1987	ORION	01.507	006	3	Yes	606,486		1000			REP
	1965	NONO	909-L0	808	22	Yes	370,172		REP			
	1901	NORO	100-10	808	10	Yes	620,602		REP			
	1000	NORO	100110	0.0	J.	Yes	609,048		REP			
	1993	GILLIG	35/96	926	12	148	470 159		1			
	1993	GILLIG	35/96	927	-		455,132		REP			
	1996	GILLIG	35/102	933	-		418,526		REP			
	1996	GILLIG	35/102	934	-		419,927		REP			
	1997	ELDOR	E350	938	2		186,936			REP		
	1887	ELDOR	E350	939	_		191,040			REP		
	1973	GMC	T8H5307	941			71,913					REP
	1973	GMC	T8H5307	942			64,762				REP	
	1973	GMC	T8H5307	943			67,054				REP	
	1999	GILLIG	40/102 LF		æ		314,168					REP
	1999	GILLIG	40/102 LF	946	α		312,268					REP
	1999	GILLIG	40/102 LF	946	œ		304,593					REP
	1999	SILIC	ADJAND & E	047	0		100 200					

1	Transi	Transic System Names Annes Tran	et Ameri Trans	ist Agency - Cyllide	tide	and a state		Data Cu	Data Current As Of-		6/30/200	
	Equipn	Equipment Code:	L=Whe	L = Wheelchair Lift	R = Whee	R = Wheelchair Ramp	MR = Mobile Radio	ile Radio	$F = F_{s}$	F = Farebox		
	Type of It	Type of Improvement:	REP=	= Replace	REHAB =	REHAB = Rehabilitate					時間	調整
		1	Please comple	the the following	ng table for at	ty.planned.rep	lete the following table for any planned replacement or rehabilitation to your existing fleet	bilitation to y	our existing	Acct		
				Click here to J	mocred to the	Cupital Need-	Click here to proceed to the Cupital Needs tab when finished with this rab.	ed with this t	ą			
S	A STREET	Contraction of the	ALC: NOT	「日田市市	- Alleria	に回泊る。		The state of the s	Type	Type of Improvement	nent	N HERE
110011	Make	Model	Ya	Fleet ID #	Vehicle Equipment	Previously Rehabbed (Yes/No)	Mileage as of 6-30-06	Scheduled FV 07	Prope	Proposed FV 00	Proposed FV 10	Proposed FV 11
	1995	ELDOR	E350	949	-		280,964	10000	REP	20 V V		
	1999	DODGE	Truck	950			36,746	REP				
9	2000	CORICIN	16H0307	202	10		114,80				REP	
18	2000	ORION	05.501	954	12		174,388					
	2000	ORION	05.501	955	-		175,146					
30	2000	ORION	05.501	956	-		180,147					
F	2000	ORION	05.501	196	2		173,173					
N	2000	ORION	05.501	958	ц.		182,516					
	2002	SUPREME	E450	960	1		158,575		REP 1			
5	1990	ORION	05.501	962	2		34 366					
36	1990	ORION	05.501	964			37,207		1	REP		
	1990	ORION	05.501	996			39,165		REP			
38	1990	ORION	05.501	967			38,911		REP			
	2002	CHEVY	ACTIVAN	968	2		68,142		REP			
1.04	2005	CHEVY	EVAN	696	_		27,995			REP		
	2002	ORION	05,501	970	5		660'66					
	2002	ORION	05.501	179	_		97,522					
	2002	ORION	06.501	972	2		96,967					
44	2002	ORION	06.501	973	5		93,633					
	2002	ORION	05.501	974	5		91,394					
	2002	NOIDO	00 ED4	100	2		00 010					

Equipment Code L = Wheekbaar Lift R = Wheekbaar Lift R = Wheekbaar Lift R = Mohle Radio F = Farebox Type of Laproneute REP = Replace RE11AIS = Replace RE1AIS = Replace RE1AIS = Replace F = Farebox Type of Laproneute REP = Replace RE11AIS = Replace RE1AIS = Replace RE1AIS = Replace F = Farebox Peace complex the following table for any planned replacement or rehabilitation to your existing flex Disk table Non-opticate P = Replace Percenting Make Model Yean Percenting table P = Replace P = Replace 2002 ORON 05.501 978 L Yean P = Replace P = Replace 2002 ORON 05.501 978 L 78.358 REP P = Replace 2003 SUPREME 550 978 REP P = Replace P = Replace 2003 SUPREME 550 978 REP P = Replace P = Replace 2003 SUPREME 550 978 REP REP REP		Transt	Transit System Namer Ames I morte Agency - Cylidde	r Amer Trun	net Agency - Cyl	tale	and	「「「「	Data Cu	Data Current As Of-		6/30/2009	
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Mater complete the following table for any planned replacement or cabinitation to your esting fleet The complete the following table for any planned replacement or cabinitation to your esting fleet Click here to proceed to the Capinal Nicel's tab when flenked with this tab. Mater Mater Proceed to the Capinal Nicel's tab when flenked with this tab. 2002 ORION 65.501 976 L 77pc of flamporent flenked in the properties of the prop	Ц	Type of h	aprovement	REP	= Replace	REHAB =	Rehabilitate						
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			Contraction of the	ALC: NO.	No. Company		Autom As OL	Contraction of	THE REAL	01.2010.001
	Category:	Category: A = Vehicles D = Real Property	B = Vehicl E = Other	B = Vehicle Related Equipment E = Other	upment	C = Non-Vehicle Equipment				
Ŧ	archase Type:	Purchase Type: REP = Replace	REHAB =	REHAB = Rehabilitate		EXP = Expansion				
Nee	Needs Reference: Fleet ID # of	Fleet ID # of vehicle	to be replace	d/rehabbed,	or name of	vehicle to be replaced/rehabbed, or name of proposed new service(a) if expansion	unsion			
			Please cor	uplete the fol	owing table	Please complete the following table for any planned capital needs				
			lick here to p	proceed to the	Provider L	Click here to proceed to the Provider List tab when finished with this tab.	ah.			
		and the second se	Ve	Vehicles	Equip	Equipment, Real Property, & Other		Proj	Programmed Cost	ost
Category	Purchase Type	Needs Reference	# of Scats	# of Wheelchair Spaces		Description	Current Year FY 07	FY 08	FY 09	FY 10
					F12008-F	2008.47/2011 TTP will be included for this	11k			
				14						

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				Data Current a	s of:(date	Nov:0
. Provider Name:	Central Iowa	ransar, Inc and	I CT1 Charters,	Sale St. (F Bart) Inc.	1. 1927 (S. P.	201
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Contact Perso	on: John Grzywacz	E Constantino de Constante da Const E Constante da Const	2010 T 12 11 184	Phoe	er 515-233-0286	1.000
Contact E-m	ail: citbusidaol.com	11		- 11 1 1 1 1	和 不能能	126 - fi
Mailing Addre	ss: 2701 Ford Stre	et				191
City, Z	apo Ames, IA 5001	0	and the second			351
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		and the second	印象词题		「ち」「「谷」	128
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		CENTERSON OF	10 80 A 10	12-571-54	CREWSBRY	23.13
b. Groups Served:				n, CyRide Jeffarson Ames Bus Depot	Lines and Burlings	Cini .
		17 99-15	S156-114	10010 1 1000	The Local Day	36.7
c. Service Area:	An and a second s	nes, Des Mou	R ¹			
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g. Receive Public Money?	D Ye	建筑者	No	AN THE THE
B. neverie I dolle moneyr		1. 5.8%	_040	響1. 蒙波 自動
Fare Structure: NA	e chart part for stand		N: 0 M . 3	A D ANK D SHEET 3
Vehicle Fleet				
Number of Vehicles:	Buses: Trucks; Station Wagons:	<u>43</u>	Vans: Sedans: Other:	1
Wheelchair Spaces:	<u>8</u>			理由其此可加
Number of Vehicles With:		ir Lifts/Ran Radios/Pho		$\frac{4}{35}$
· Sandar (Statistics Constant)		LINEL Y MOR		
Operating:		Act	(FY 06) aal	Current Year (FY 07) Projected
Passengers	Performed		A DEBUT DEPUT	
Passengers Wheelchair Lift Operations	* Performed		A DEPART OF THE OWNER.	
Passengers Wheelchair Lift Operations Revenue Miles	* Performed		A DEPART OF THE OWNER.	
Passengers Wheelchair Lift Operations Revenue Miles Revenue Hours	* Performed		A DEPART OF THE OWNER.	
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Coordination Efforts with Other Transp	portation Providers and/or Human Service Agencies:
Name of Provider/Agency	Description of Coordination Effort
4 Ames Community School District	Popd Transportation
2 CyRide	Extras and Wilkinson Shuitle
3 Iowa State University	Event Transportation
4 Jefferson Lanes	Anses Bus Elepot
5 Borlington Tinilways	Ames Bus Depot
6 Des Moines School District	Activity Transportation
7 YMCA of Greater Des Moines	Lease Vehicles
9	
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11	
2	
3	
4	
5	
6	
7	
8	
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4	
What Areas of Transportation Service Co	nordination Are of Interest to You?
(check all that apply)	
Joining a network of transportation/hun	nan service providers to look at coordination
Centralized scheduling, dispatch, and ve	
_Contracting to purchase transportation :	ervice
Collaborate in grant writing	·····································
Contracting to provide transportation se	rice and the same that the state
Consolidating service to a single provide	
Technology for vehicle tracking and ride	: scheduling
Centralized fuel purchasing	小心理理 医哈里温度 医神经 建建工艺
Pooling training resources Pooling financial resources	
r county miniments resources	
Sharing of vehicles among accorder	
Sharing of vehicles among agencies Cooperatively purchasing vehicles	

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STO ANALSS	· · · · · · · · · · · · · · · · · · ·	
Please list all projects t Special Needs (5210), P funding, and their level	hat have been implemented over the past year that util New Freedom (5317), or Job Access Reverse Commute 1 of success.	ized (5316)
Level of Success:	A : Successful, will continue if funding available B: Not successful, will not continue the project C: Unsure	
Funding Source	Project	Let Sur
	WINNESS STATES	CALCULATE STATE
新生活的 (1) (1) (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)		E BASSING TO
	ary of public comment received from various sources o with positives and negatives of service.	wer the
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the second s	STATE OF STREET	ALC: NOT ALC	
		Data Current as	ofi <u>12-Dec</u> (date)
I. Provider Names Hearda	sd Senior Services 23	Contracted by HIRTA Public Trans	
Transit System Affiliation:		Designated Public Transit System Contractor to Designated System None	AND A REAL PROPERTY AND A REAL
Contact Person: Theresa	Nevels	Phone Phone	ei 515-233-2906
Contact E-mail: hsstrar	The second provide the providence of the second s		
Mailing Address: 205 S W		Country, Apr 14	And a second provide the
City, Zip: Ames, 1			IT I Shake
and the second s	the strateging	の「彼らる」は高いない	THAN STATES PROPERTY
2. General Description of Trans	it Operations		and a start of the
	主義書言	即用TERL, 改唱的Low	
a. Type of Service(s):	Public transat fo	r Story County, Provided ADA servi	ce for City of Ames,
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CyRide

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Vehicle Fleet	自然而完如時時		"在了那些任何
Number of Vehicles: Station	Buses: 13 Trucks: Wagons:	Vans: Sedans: Other:	<u></u>
Wheelchair Spaces: 37			2月11月1日
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	Name of Provider/Agency	Description of Coordination Effort
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Level of Success:	A : Successful, will continue if funding available B: Not successful, will not continue the project C: Unsure	
Funding Source	Project	Level
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Equip	Equipment Code:	L = Whe	Wheelchair Lift	R = Whee	R = Wheelchair Ramp	MR = Mobile Radio	die Radio	F=E	F = Fatebox		
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1 Ford	Goshen	1998	7632	L. MR	No.	216428		REP			
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3 Ford	Collins	1997	7627	1	No	020581		REC			
4 Ford	Supreme	1993		L, MR	No	938142					
5 Chevy	Enter	2004		R, MR	No	0421.	100			REF	
6 Chevy	Venture	1998		R.	No.	158282		REP			
7 Ford	Champion	2003		L, MR	No	83468				REP	
8 Ford	Goshen	1998		LOB	No	236460		KEP			
Ford	Collins	1996		3	No	171565		REP			
10 Ford	Collins	1997		_1	Net	170443		REP -			
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To arrange transportation with us:

Call: (515) 233-2906

Website: heartlandseniorservices.com



When calling please let us know:

- Appointment date
- Appointment time Pick-up location
- Destination
- Assistance needs

Fares

Public Rides: \$5.00 each way Congregate Meal: \$1.00 suggested donation Grocery Shopping: \$1.50 suggested donation







"Come ride with us!"









Public Transportation is available to the general public. Handicapped accessible door-todoor services tailored to your individual needs.

Dial-a-Ride services for ADA eligible riders provide door-to-door services within the Ames city limits. Accommodating each individual's day-to-day transportation and assistance needs











Handicapped accessible door-todoor services for Seniors. Discounts for congregate meal and grocery trips.

Limited Out-of-County rides available from volunteer drivers for only the cost of mileage.





205 South Walnut Avenue, Ames IA 50010 (515) 233-2906





United Way of Story County



Recipient of Federal and State Transit monies through Heart of Iowa Regional Transit Agency



Transportation Services

Volunteer Driver Opportunity



"Come Ride With Us"

Heartland Transportation Volunteer Drivers

Senior Services Volunteer Driver Program, the requirements for volunteer drivers, and the process of becoming a HSS This brochure provides information about the Heartland volunteer driver.

Purpose of the Volunteer Driver Program

desired quality of life by providing accessible and affordable To assist our community members in maintaining their transportation.

The Volunteer Driver's Role

effective manner as dispatched by Heartland Senior Services transportation department. The transportation is provided in The volunteer driver will transport individuals in a safe and the volunteer driver's personal vehicle.

Volunteer Driver Requirements

- Acceptable Motor Vehicle Record
- 12 Acceptable proof of insurance
- 645 Letter of acceptable coverage from volunteer insurance
- company
- 4 Uh Clean Dependant Adult Abuse check
- Maintain confidentiality of persons using service
- 9 Obey all traffic laws

Benefits to Volunteer Drivers

You can assist your community members in maintaining community. While you are supporting your community healthy lives and make a positive investment in your by volunteering, you can even complete your own errands.

Benefits to Your Community

Volunteer drivers make transportation more affordable allows them to seek appropriate health care and have and accessible to fellow community members. This income is available to make transportation services more community members to become involved in available to all members of the community. The Volunteer Driver Program encourages opportunities be a part of the community A reduced fare that is based on monthly the life and health of the community.

Becoming a Volunteer Driver

The volunteer driver training process involves filling out If you are interested in becoming a volunteer driver a simple application, completing an orientation process with one of our staff, and taking a call our office at: 515-233-2906. new driver training program.



205 South Walnut Avenue, Ames IA 50010 (515) 233-2906

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United Way of Story County



Recipient of Federal and State Transit monies through Heart of Iowa Regional Transit Agency



Transportation Services

Volunteer Driver Program Basic Information

Volunteer Driver Program Heartland Transportation

the Volunteer Driver program provides, who is eligible This brochure provides information about what services to use the service, and how to arrange a ride using this service.

Purpose of the Volunteer Driver program

maintaining their desired quality of life by To assist our community members in providing accessible and affordable transportation.

Description of Volunteer Driver Program

The program uses volunteers from each community to assist The Volunteer Driver Program has been developed to meet the transportation needs of rural Story County. That need can be as simple as going to the grocery transportation services they desire and need. fellow community members in receiving the store or medical appointments

extensive orientation before beginning to provide rides All of our volunteers are prescreened to meet MVR and insurance requirements. They also complete an All rides are dispatched from Heartland Senior Services Public Transit department.

Rider Eligibility Guidelines

- Passengers must be able to navigate on their own
- a. N ---No individuals using wheelchairs
- In town trips quality

4

- Out of town and out of county trips qualify
- Rides must be for 2 or fewer passengers
- A parent or guardian must accompany all

5

CA.

- 3 Passengers must provide appropriate car children under the age of 18
- 00 booster seats for young children
- There are no income requirements

How to Schedule a Ride

To arrange for a ride call us at:

Senior Services transit. We will contact a volunteer All rides will be scheduled through Heartland driver and give the passenger a return call to confirm the ride. 515-233-2906.

Cost of Rides

A reduced fare is available based on monthly income Out of county trips: \$0.39 per mile Out of town trips: \$0.39 per mile In town trips: \$1.50 each way

Passenger Transportation Provider Fact Sheet 16/06 Data Current as of Farley 1. Provider Name: OUSINE Service m Transit System Affiliations Designated Public Transit System Contractor to Designated System None Contact Person: Phone: 515-298-2419 Contact E-mail: Mailing Address: City, Zip: 50036 oone 2. General Description of Transit Operations a. Type of Service(s): Limousine Ser. b. Groups Served: 12-14 Pass c. Service Area: All over the state d. Service Hours and Days of Operation Monday through Friday: 24 LOUPS Saturday Sunday Holidays c. Number of Smployees Involved in Transit Fall Time Part Time Voluntee Administrative Maintenance Drivers. 2 f. Union. Are any employees covered under a collective bargaining agreement? Yes X No Union: Local # g. Receive Public Money? YNo

[©] CyRide

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Jumber of Vehicles With:		it Lifts/Ramps: Radios/Phones:	None 515-298-2	119
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Funding Source	Project	Lev
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last 12 months that c	deal with positives and negatives of service.	
Ames MPO areas. P	utshiret labeled. Provider List includes a list of transportation provider fease list any other transportation providers that are not included on uplote these forms.	ts in the this list s
COULD STORE THE PARTY NEWS	ation in the Provider List tab)	11 19 19 19 19

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Appendix (

provide and need for their organization. The agencies identified in yellow actually filled out survey responses and are provided within Annendix D The human service agencies below were mailed a survey and requested to fill out information regarding transportation they

within Appendix D.						
	Contact					
II	(First	Contact (Last	A diduced		Crata	7:2
numan service Agencies	Ivamej	IName)	Address	cuy.	State	<i>z.</i> p
Access-Assault Care Center Extending Shelter & Support			PO Box 1429	Ames	IA	50014
American Red Cross			426 5th St.	Ames	IA	50010
Ames/ISU Bike Commission	Ron	Skrdia	2933 Monroe Drive	Ames	IA	50010
Arc of Story County			430 5th St.	Ames	IA	50010
Center - Mid-Iowa Health	Toni	Shropshire	1111 Duff Avenue	Ames	IA	50010
Center for Creative Justice (CCJ)			210 Lynn Ave	Ames	IA	50010
CPC Administrator	Deb	Schidroth	126 S. Kellog, Suite 201	Ames	IA	50010
Emergency Residence Project			225 S. Kellogg Ave.	Ames	IA	50010
Family Counseling Center			420 Kellogg Ave.	Ames	IA	50010
Friends of Central Iowa Biking	Dennis	Jones	4211 Stone Brooke Road	Ames	IA	50010
Friendship Ark Inc.			130 Sheldon Ave.	Ames	IA	50014
Good Neighbor Emergency Assistance Inc.			422 5th St.	Ames	IA	50010
Goodwill Store			3718 Lincoln Way	Ames	IA	50014
Green Hills Health Care Center			2200 Hamilton Drive	Ames	IA	50014
Habitat For Humanity of Central Iowa			401 Clark Ave.	Ames	IA	50010
Heartland Senior Services	Theresa	Nevels	205 S. Walnut	Ames	IA	50010
Homeward	Eileen	Mullan	1114 Duff Avenue	Ames	IA	50010
Life Program	Gayla	Harken	104 South Hazel	Ames	IA	50010
Lutheran Services in Iowa			1323 Northwestern Ave.	Ames	IA	50010
Lutheran Services in Iowa			217 6th St.	Ames	IA	50010
Mainstream Living Services	Pat	Steele	2012 East 13th Street	Ames	IA	50010
Mary Greeley Medical Center	Toni	Shropshire	1111 Duff Avenue	Ames	IA	50010
Mid-Iowa Community Action			126 S. Kellogg Ave.	Ames	IA	50010
Northcrest Health Care Center			1801 20th Street	Ames	IA	50010
Pathways			420 Kellogg Ave.	Ames	IA	50010
Planned Parenthood of Greater Iowa			2530 Chamberlain St.	Ames	IA	50014

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Image: Section of the section of th	Volunteer Center of Story County			130 Sheldon Ave.		IA	50014
Rubie Luke 109 Lab of Mechanics Ames s Inc. George Belitsos 420 Kellogg Ave. Ames s Inc. Belitsos 208 Kellogg Ave. Ames	YMCA - Alumni Hall			Iowa State University #15		IA	50011
s Inc. George Belitsos 420 Kellogg Ave. Ames 804 Kellogg Ave. Ames 208 5th St. Ames	YMCA Campus	Rubie	Luke	109 Lab of Mechanics	Ames	IA	50011
804 Kellogg Ave. Ames 208 5th St. Ames	Youth & Shelter Services Inc.	George	Belitsos	420 Kellogg Ave.	Ames	IA	50010
208 5rh St. Ames	Youth Recovery House			804 Kellogg Ave.	Ames	IA	50010
	Zuerner Frederica LISW			208 5th St.	Ames	IA	50010

Appendix D. Human Service Provider Surveys

12/22

Please complete survey by December 20, 2006

AN AN AN AN AN			Data Curr	ent As Of.	12/1/04
Agency Name:	America	n Rep (的。此时是中国在工作的	Here and a state	Real Providence State
Igency Abbreviation of		nep (-01		
Contact Person:	Doub Yer	2141	- Title:	Lucas	Directure
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All sen en anne	AMES, 7	4 50	010		
Street Address					
(if different)					
Telephone	515.23	2-5104	Fax:	515.	232-567
E-mail	Houses			0.0	CJ C- DE F
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· · · · · · · · · · · · · · · · · · ·	7. 2 EL (A. E. E. C.)	1	EL ALERT IT		中的人们的生物。
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Private, non-	profit	Private,	fot-profit		1 1 - 1 - 1 - 1 - 1 - 1 - 1
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hich service does your	agency provide	P (Please check	call that apply)		
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Medical/Oeu		X Other:	DISASTER	Assistan	CE / Respanse
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you provide services b	The second se	e than one locs	tion?	2- 64	
Yes	No	The second sta	14 30.00	al martine &	and the second
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(es, please list all locati	ons in the follo	wing counties:	Boone, Dallas, I	lamilton.	Hardin,
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4. What ged [[] 5. Does you [gency Name: ographic area do you serve? (Please list all cities serviced in each county) >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
 	Boone County Dallas County Hamilton County Hardin County Jasper County Jasper County Marshall County Polk County Polk County Ves Ves No
([] S. Does you [Dallas County Hardin County Jasper County Marshall County Polk County r agency have eligibility requirements for clients to use your services? Yes No
	Hamilton County Hardin County Jasper County Marshall County Polk County r agency have eligibility requirements for clients to use your services? Yes 2 No
	Hardin County Jasper County Marshall County Polk County r agency have eligibility requirements for clients to use your services? Yes
	Jasper County Marshall County Polk County r agency have eligibility requirements for clients to use your services? Yes 20 No
	Marshall County Polk County r agency have eligibility requirements for clients to use your services? Yes 🛛 No
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	r agency have eligibility requirements for clients to use your services? Yes DNo
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If Yes, pla	
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Ē	Age-please specify
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Contraction -	
1 1 20	Other- please specify
Han	the shirt
riow man	y persons make up your total client database? 300 . Clients Walunteers
Official	
Of your to	tal client database, how many clients do you estimate are unable to drive
themselve	a to your services? less Than 5
During an	average week, how many people visit your agency to seek service? Ist than S
How do ve	our clients get to your agency or service location (please check all that apply)
	Drive themselves
the state of the s	Ride with family or friends
1 - Decision -	Agency operated transportation (Does your agency provide transportation service for clients
A Part A	& thereby own a vehicle to transport their clients?)
	Volunteers bring them
就是我们	Staff brings them (non-agency operated transportation)
急病部軍口	Taxi (please specify):
12: 11:00	Car pool with other clients
5	Public transportation system
	(please specify): CY-RiDE
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CARANG STR	Consolidated agency transportation system
	Live in a group home and are transported by the group home's schiele
	Another agency provides the service (please specify):
Sec. Pane	Other-please specify
A THE ALL	
What are yo	our agency's primary service hours?
X	Weekdays - approximately 8:00 a.m. to 5:00 p.m.
12.5	Weekdays and Weekends - approximately 8:00 a.m. to 5:00 p.m.
SA BET	24 Hours/Day - 7 Days/Week
	Other
CHARLE TO	The second s
12. 12 3	and the second
is the transp	portation needed generally available to THESE clients in order for them to have
complete ac	cress to the services your agency provides, when needed?
	Yes

Cy-Ride

Agency Name: II. From your perspective, what are the transportation barners that are preventing people from accessing service that your agency provides in the areas marked in Question 4. No sufficient transportation services are available Transportation providers are too costly. Transportation services do not operate at the same bours as human service agencies Transportation services do no serve locations where agencies are located Transportation providers only want to serve their own clients Other (please specify) 32. Please describe transportation needs specific to your agency that you feel are NOT being met 13. Please describe other transportation needs in your service area that you feel need to be addressed. 14. Please indicate your potential interest in becoming involved with a collaborative effort of transportation services and resources in central lowa. Yes-interested > No- not interested Unsure 15. Following is a list of Human Service Agencies and/or collaborative transportation parmers in the Ames Area Mettopolitan Planning Organization area. Please list any other human service agencies in operation that are not included on this list. This will allow Cy-Ride to distribute this survey request to all the available Human Service Agencies. Again, please return survey by December 20, 2006 to: Shari Atwood, Transit Planner CyRide 1700 W. 6th Street Ames, IA 50014

Cy-Ride

Please complete survey by December 20, 2006

Agency Name: Contor & Croothin. JUStice Igency Abbreviation of Acronym: CC5 Contact Person: Mark Klock Title Exactly Director Mailing Address: 210 Luan Abo Across ZA SD14 Street Address (if different) Telephone: SIS 292 3820 Fax: (SiS) 292 1223 E-mail CC & Croothing JYNG. JY Web Site: Wuld. Croothing JyNG. C y Information ection requests information about your organization and the types of services provided to you of bigh of the following best describes your signalization and the types of services provided to you of bigh of the following best describes your signalization and the types of services provided to you of hich service does your agency provide? (Please check all that apply) Adult Day Care Mental Health Child Day Care Mental Health Child Day Care Recreational/Social Chore Services X Rehabilitation Counseling Station Care Education/Training Stationed Employment Head Start Supported Employment	Agency Name: Contor & Crothin JUStice Security Abbreviation of Acronymic CCS Contact Person: MIK K bok Trate: Eldouthin Dracts Mailing Address: 210 Luon Abo Aroot XA SDIH Street Address (if different) Lelephone: (SS) 292-3820 Fax: (SIS) 292-1223 E-mail CC) & Cootice (NTNE-NS Web Site: With). COothing theorem y Information cotion requests information about your organization and the types of services provided to your clien high of the following best describes your agency? Mental Health Child Day Care Mental Health Child Day Care Mental Health Child Day Care Mental Health Congregate Nutrition Residential Care Congregate Nutrition Residential Care Congregate Nutrition Residential Care Congregate Nutrition Residential Care Congregate Nutrition Residential Care Senior Care Head Starr Home Delivered Meals Transportation Dob Placement Volumeer Opportunities Medicaid Weblare/Food Stamps	and the second se	Data Current As Of: Doc 6. 200
Agency Abbreviation of Acronymic CCS Contact Person: Mile Klock Mailing Address: 210 1100 Abe Acrony EXA SID14 Street Address (if different) Telephone: SIS 292-3820 Fax: (SIS) 297-1223 E-mail CC C CCONCE (STNE-OF9 Web Site: WALLY - CCONFL/STNG-C Exy Information section requests information about your organization and the types of services provided to you eff Voich of the following best describes your agency? Section requests information about your organization and the types of services provided to you eff Voich of the following best describes your sequery? Section requests information about your organization and the types of services provided to you eff Voich of the following best describes your sequery? Section requests information (Construction) Construction Child Day Care Constitute Recreational/Social Congregate Nutrition Residential factor Conseling Stieftered Employment Head Start Supported Employment	Agency Abbreviation of Acronym: CCS Contact Person: MTK Klok Trile: EXActive Dynets Mailing Address: Z,O HUON Abo Prost ZA SDP4 Street Address Of different Telephone: (St5) 292 3820 Fax: (St5) 292 1223 E-mail CC) & Caotur JyThe.org E-mail CC) & Caotur JyThe.org Web Site: WUW. Caotherythe.org sy Information section requests information about your organization and the types of services provided to you che- high of the following best describes your agency? Delivate, non-profit Private, forsptaint Public Other: Thich services does your agency provide? (Please check all that apply) Aduit Day Care Recreational /Social Chird Day Care Recreational/Social Chare Services Relabilitation Congregate Nutrition Residential Care Senior Care Home-Delivered Meals Transported Employment Home-Delivered Meals Transportation Dob Placement Wethare/Food Stamps	Agency Name: Cordor	
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Hamilton County	
Hardin County	
Jasper County	
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Yes	No
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How many persons make up	your total client database? 961
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Cy-Ride

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Please complete survey by December 20, 2006

Client Transportation Service Needs Assessment Survey Data Current As OE Agency Name: Friendship ask Hom Agency Abbreviation of Acronym: Contact Person: May Bert Oostenbrug Title: Mailing Address: 121 21.00 Street Address (if different) Telephone: 292 9556 Fax B-mail marybeth of mendshipar (Web Site: for one shipe -05 Agency Information This section requests information about your organization and the types of services provided to you clients. 1. Which of the following best describes your agency? SPrivate, non-profit Private, for-profit Public Other 2. Which service does your agency provide? (Please check all that apply) Adult Day Care Mental Health Child Day Care Recreational/Social Chore Services Rehabilitation Congregate Nutrition & Residential Care Counseling Senior Care Education/Training Sheltered Employment Head Start Supported Employment Home-Delivered Meals Transportation Job Placement Volunteer Opportunities Medicaid Welfare/Fond Stamps Medical/Dental Other 3. Do you provide services to clients in more than one location? X Yes L No If Yes, please list all locations in the following counties: Boone, Dallas, Hamilton, Hardin, Jasper, Marshall and Polk. NIA

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Dallas County	SIN2	
Hardin County		
Jasper County		
Marshall County	71 2 1 1	_
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2008 Ames PTDP

Agency Name: Friendshy 11. From your perspective, what are the transportation barriers that are preventing people from accessing service that your agency provides in the areas marked in Question 4. No sufficient transportation services are available Transportation providers are too costly Transportation services do not operate at the same hours as human service agencies Transportation services do no serve locations where agencies are located Transportation providers only want to serve their two clients Other (please specify) describe transportation needs specific to your agency that you feel ate NOT being met dees not ver to all of rear homes. 13. Please describe other transportation needs in your service area that you feel need to be addressed. 14. Please indicate your potential interest in becoming involved with a collaborative effort of transportation services and resources in central lowa. Yes-interested KNo- not interested Unsure 15. Following is a list of Human Service Agencies and/or collaborative transportation partners in the Ames Area Metropolitan Planning Organization area. Please list any other human service agencies in operation that are not included on this list. This will allow Cy-Ride to distribute this survey request to all the available Human Service Agencies. Again, please return survey by December 20, 2006 to: Shari Atwood, Transit Planner CyRide 1700 W. 6th Street Ames, IA 50014

Cy-Ride

Client Transportation Service Needs Assessment Survey Data Current As Of 12 -5-06 Agency Names Good Neighbor Emergenci Agency Abbreviation or Acronym: Contact Person: Sicylinde Title: Mailing Address: 508 Street Address (if different) Telephone: A 5.296 Fax: 449 120 E-mail Paince gmail ComWeb Site: 120 Agency Information This section requests information about your organization and the types of services provided to you clients. 1. Which of the following best describes your agency? Private, non-profit Private, for profit Public Other 2. Which service does your agency provide? (Please check all that apply) Adult Day Care Mental Health Child Day Care Recreational/Social Chore Services Rehabilitation Congregate Nutrition Residential Care Counseling Senior Care Education/Training Sheltered Employment Head Start Supported Employment Home-Delivered Meals Transportation Jub Placement Volunteer Opportunities Medicaid Welfare/Food Stamps Medical/Dental Othen emergency ass 3. Do you provide services to clients in more than one location? Yes V No If Yes, please list all locations in the following counties: Boone, Dallas, Hamilton, Hardin, Jasper, Marshall and Polk. C

Please complete survey by December 20, 2006

Cy-Ride

Agency Name: (2000 Neia 4. What geographic area do you serve Please listfall cities serviced in each county) Boone County Dallas County Hamilton County Hardin County Jasper County Marshall County Polk County 5. Does your agency have eligibility requirements for elients to use your services? V Yes No If Yes, please check all that apply: Age- please specify Disability- please specify Income- please specify Other-please specify 6. How many persons make up your total client database? Of your total client database, how many clients do you estimate are unable to drive themselves to your services? N C. ROA .330 7. During an average week, how many people visit your agency to seek service? 20-3 8. How do your clients get to your agency or service location (please check all that apply) Drive themselves. Ride with family or friends File Stars Agency operated transportation (Does your agency provide transportation service for clients & thereby own a vehicle to transport their clients? - Some? Volunteers bring them Staff brings them (non-agency operated transportation) Taxi (please specify): Car pool with other clients Public transportation system (please specify): Cy-Kide Consolidated agency transportation sy Live in a group home and are transported by the group home's vehicle Another agency provides the service (please specify): Other- please specify 9. What are your agency's primary service hours? Weekdays - approximately 8:00 a.m. to 5:00 p.m. Weekdays and Weekends - approximately 8:00 a.m. to 5:00 p.m. Hours/Day -7 Days/Week V Other DOAM Weekdays - 12:00 noon 19. Is the transportation needed generally available to THESE clients in order for them to have complete access to the services your agency provides, when needed? 7 Yes

Cy-Ride

Agency Name: 11. From your perspective, what are the transportation barriers that are preventing people from accessing service that your agency provides in the areas marked in Quesuon 4. No sufficient transportation services are available Transportation providers are too costly Transportation services do not operate at the same hours as human service agencies Transportation services do no serve locations where agencies are located Transportation providers only want to serve their own clients Other (please specify) 12. Please describe transportation needs specific to your agency that you feel are NOT being met. Our agency works 2 the low income of Story Co. There is a here e transportation problem in Ames 5 Europendias Community of Reople From Aris have a hard time accessing health care because Mctanlad Cline turns people away - 50 they must go to Novada med Clinic a med line hardship service to the major factory section there is no kuis 13. Please describe other transportation needs to your service area that you feel need to be addressed. 14. Please indicate your potential interest in becoming involved with a collaborative effort of transportation services and resources in central lowa. VYes- interested No- not interested Unsure 15. Following is a list of Human Service Agencies and/or collaborative transportation partners in the Ames Area Metropolitan Planning Organization area. Please list any other human service agencies in operation that are not included on this list. This will allow Cy-Ride to distribute this survey request to all the available Human Service Agencies. Again, please return survey by December 20, 2006 to: Shari Atwood, Transit Planner CyRide 1700 W. 6th Street Ames, IA 50014

Cy-Ride

	Data Current As OE 12 H 06
Agency Nam	Habitat for Humanity of Central Towa
ency Abbreviation	n or Acranym: HFH CI
Contact Perso	
Mailing Addres	401 Clark Ave. Ste 100
Standing las	Amus, IA 5000
Street Addres (if different)	- June
Telephon	15-232-8815 Fax: 515-233-2650
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	Transportatio	n services do not oper n services do no serve n providers only want	ate at the same hou locations where age	rs as human service age neics are located lients	acies
12. Please	e describe transport	tion needs specific to	14 - Hanne 19 - Hanne	ou feel are NOT heing r	act.
	Martin Diamond				
13. Please	describe other tran sed.	portation needs in yo	our service area that	you feel need to be	
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14: Please transpr	indicate your poten intation services and ''Yes- interested ''No- not interes '' Unsure	tal interest in becomi resources in central . red	ng involved with a c lowa.	ollaborative effort of	
Mettop not incl	olitan Planning Org	anization area. Pleas his will allow Cy-Ride	e list any other hum	tansportation partners a an service agencies in o invey request to all the	n the Ames Area petation that are
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Agency Abbreviation or Acronym: 115	and the second se		
Contact Person: Theresa Nevels		and a start of the	
1777 · 大学校的公司公司的任何。		Title: Transportation Dir	COSE
Mailing Address: 205 S Walnut Auses, 1A 50010			
Street Address (if different)			
A CONTRACTOR OF THE OWNER OWNER OF THE OWNER		20.275	
Telephone: 515 233 2906		Fax: 515-233-0986	
E-mail hsstransport@	gwest.net	Web Site: www.heartlandse	niorservices.com
ency Information	(The second s		和問題
		派出制的 王太阳 的	·····································
is section requests information about yo	our organization	and the types of services provide	d to you clients.
. Which of the following best describes y	your agency?		24 11 11 11
Private, non-profit		for-profit	
Public	Other:		S. P. P.
. Which service does your agency provid	let (Please she	fe all dimensionals?	四日日本日
Adult Day Care	Mental	The second s	1. 银子银行
Child Day Care	and the second s	ional/Social	「用いる」用いて
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Medicaid		er Opportunities	是 化合称 日
Medical/Dental	Other:	/Food Stamps	0-291.991
	L] outer.	CALLER NOT YOU THREE THE A VER	- 10 Mar 21
Do you provide services to clients in mo	ore than one los	cation?	
Yes No			(注意)。 新闻 [1]
and a second of the second	arresta	出来地 公司表 加入 化公开管理	
If Yes, please list all locations in the fol	lowing counties	s: Boone, Dallas, Hamilton, Hard	in,
Jasper, Marshall and Polk.		"福田"给同"北"也当	电 神经相比

Cy-Ride

	rve? (Please list all cities serviced in each county)
Boone County	
Dallas County	
Hamilton County	
Hardin County	
Jasper County	
Marshall County	
Polk County	
Does your agency have eligibility	y requirements for clients to use your services?
🗹 Yes 🛛 🗍	No second se
If Yes, please check all that apply	y 学习型。 "这个语言"等于是非常非常。
Age- please specify	· · · · · · · · · · · · · · · · · · ·
Disability- please spo	scife
Income- please speci	
Other- please specify	
THE PARTY PROPERTY	·····································
How many persons make up you	ir total client database? 51
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themselves to your services?	500
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Agency Name: Heartland Senior Services 11. From your perspective, what are the transportation battiers that are preventing people from accessing service that your agency provides in the areas marked in Question 4. No sufficient transportation services are available Transportation providers are too costly Transportation services do not operate at the same hours as human service agencies Transportation services do no serve locations where agencies are located Transportation providers only want to serve their own clients Other (please specify) 12. Please describe transportation needs specific to your agency that you feel are NOT being met. Transportation to rural meal sites for misils and activities, transportation for individuals needing to accessing Adult Day Services from out of Story County, Out of service hours transportation for agency spacial events (ex. Variety Show) 13. Please describe other transportation needs in your service area that you feel need to be addressed. Accessibility of transportatin in Rural Story County, Rural Story County Preschool transportation, 14. Please indicate your potential interest in becoming involved with a collaborative effort of transportation services and resources in central Iowa. Ves- interested No- not interested Unsure 15. Following is a list of Human Service Agencies and/or collaborative transportation partners in the Ames Area Metropolitan Planning Organization area. Please list any other human service agencies in operation that are not included on this list. This will allow Cy-Ride to distribute this survey request to all the available Human Service Agencies. Again, please return survey by December 20, 2006 to: Shari Atwood, Transit Planner CyRide 1700 W. 6th Street Ames, IA 50014

Client Transportation Service Needs Assessment Survey Data Current As Of 12, 11- 2000 Home health & Public Harlth Agency Name: HOMEWARN Agency Abbreviation or Actonym: Contact Person: Veronica Hello Tide: Mailing Address 1114 Duff Ave Street Address (if different) 515-233-7556 Telephone 515-239-6 Fax: E-mail holarul mama Web Site: Agency Information This section requests information about your organization and the types of services provided to you clients. 1. Which of the following best describes your agency? Brivate, non-profit Private, for-profit Public Other: 2. Which service does your agency provide? (Please check all that apply) Adult Day Care Mental Health Rectentional/Social Rehabilitation 2 Child Day Care Chore Services Congregate Nutrition Residential Care Counseling Senior Care Education/Training Sheltered Employment **Mead Start** Supported Employment Home-Delivered Meals Transportation Job Placement Volunteer Opportunities Medicaid. Welfare/Food Stamps Medical/Dental Other 3. Do you provide services to clients in more than one location? Yes No If Yes, please list all locations in the following counties: Boone, Dallas, Hamilton, Hardin, Jasper, Marshall and Polk. Homehealth nas Kuclos in a some les ma nun ennes only involves Mald cut cula AMED unthe

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Agency Name: HOMEWARD 11. From your perspective, what are the transportation barriers that are preventing people from accessing service that your agency provides in the areas marked in Question 4. No sufficient transportation services are available Transportation providers are too costly Transportation services do not operate at the same hours as human service agencies Transportation services do no serve locations where agencies are located Transportation providers only want to serve their own clients Other (please specify) 12. Please describe transportation needs apecific to your agency that you feel are NOT being met. 11/2 have not uncountered any umet needs re: Nansportation. Our client appears subshed in the transportation to an different clinic sites theorghout Story County. 13. Please describe other transportation needs in your service area that you feel need to be addressed. 14. Please indicate your potential interest in becoming involved with a collaborative effort of transportation pervices and resources in central Iowa. Yes interested No- not interested Unsure 15. Following is a list of Human Service Agencies and/or collaborative transportation partners in the Ames Area Metropolitan Planning Organization area. Please list any other human service agencies in operation that are not included on this list. This will allow Cy-Rale to distribute this survey request to all the available Human Service Agencies. Again, please return survey by December 20, 2006 to: Shari Atwood, Transit Planner CyRide 1700 W. 6th Street Ames, IA 50014

@ Cy-Ride

Client Transportation Service Needs Assessment Survey Data Current As Of 12-4-06 Agency Name: Lutheran Services in Jowe Agency Abbreviation or Acronym: LSI Title: Service Coordinater Contact Person: Kate Stewart Mailing Address: 1323 Northwestern Ames. IA Sonio Street Address (if different) 515-232-7262 Telephone: Fax: 515-232-7416 E-mail Kathryn. Stewart & Sione. Web Site: www.lsiowa.org org Agency Information This section requests information about your organization and the types of services provided to you clients. I. Which of the following best describes your agency? Private, non-profit Private, for-profit Public Other 2. Which service does your agency provide? (Please check all that apply) Adult Day Care Mental Health Recreational/Social Child Day Care Rehabilitation Chore Services Congregate Nutrition Residential Care Counseling Senior Care Education/Training Sheltered Employment Head Start Supported Employment Home-Delivered Meals Transportation Job Placement Volunteer Opportunities Medicaid Welfare/Food Stamps Médical/Dental Other Crisis Care prevention Faster 3. Do you provide services to clients in more than one location? MYes INo. If Yes, please list all locations in the following counties: Boone, Dallas, Hamilton, Hardin, Jasper, Marshall and Polk. those counties listed above. LSI Serves all of LSI does not have an "officie ce in each of those Countries, but list does have sta clients in all of those counties Polk co. -LSI Des Maines Center 3116 University Des mines, IS

Cy-Ride

Agency Name: Lutheran Services in Iowa (LST) 4. What geographic area do you serve? (Please list all cities serviced in each county) Boone County Dallas County Hamilton County Hardin County Jasper County Marshall County Polk County 5. Does your agency have eligibility requirements for clients to use your services? gram service grant funding Yes No Depends on Pro If Yes, please check all that apply: Age-please specify Disability-please specify Income- please specify Other-please specify For those 7 counties 6. How many persons make up your total client database? 100 Of your total client database, how many clients do you estimate are unable to drive themselves to your services? hundreds LSI Service 7. During an average week, how many people visit your agency to seek service? 8. How do your clients get to your agency or service location (please check all that apply) Drive themselves LST deice Ride with family or friends Agency operated transportation (Does your agency provide transportation service for clients & thereby own a vehicle to transport their clients?) Volunteers bring them Staff brings them (non-agency operated transportation) Taxi (please specify): Car pool with other clients Public transportation system (please specify): CV-Ride Dam Motro Consolidated agency transportation system Tive in a group home and are transported by the group home's vehicle Another agency provides the service (please specify): cartland in Ames Other-please specify 9. What are your agency's primary service hours? Weekdays - approximately 8:00 a.m. to 5:00 p.m. Weekdays and Weekends - approximately 8:00 a.m. to 5:00 p.m. 24 Hours/Day - 7 Days/Week Other 10. Is the transportation needed generally available to THESE clients in order for them to have complete access to the services your agency provides, when needed? Yes. No

Agency Name: Lutheran Services in Iose () 11 From your perspective, what are the transportation barners that are preventing people (LST) from accessing service that your agency provides in the areas marked in Question 4. No sufficient transportation services are available "Transportation providers are too costly Transportation services do not operate at the same bours as human service agencies Transportation services do no serve locations where agencies are located Transportation providers only want to serve their own clients Other (please specify) 12. Please describe transportation needs specific to your agency that you feel are NOT being met . routes out to Dayton Rd. area . more often in the evening & on weekends. . Lower cast for consumers 13. Please describe other transportation needs in your service area that you feel need to be addressed. As an advocate for our consumers, we often near for the Ames when that bus service alles not run when needed - codd hrs. (evenings/weekends) when they need to get to work or appointments. For consumers in the rural areas it is expensive to access transportation to get to appointments in Ames. 14. Please indicate your potential interest in becoming involved with a collaborative effort of transportation services and resources in central Iowa. Vies- interested No- not interested Unsure 15. Following is a list of Human Service Agencies and/or collaborative transportation partners in the Ames Area Metropolitan Planning Organization area. Please list any other human service agencies in operation that are not included on this list. This will allow Cy-Ride to distribute this survey request to all the available Human Service Agencies. Again, please return survey by December 20, 2006 to: Shari Atwood, Transit Planner CyRide 1700 W. 6th Street Ames, IA 50014

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Data	a Current As Of: 12-19-01
Agency Name Mainstream Living E	moloument + Leanning
Agency Abbreviation or Acronymi MELC J	and reading of the stand
Contact Person: Pat Steele 1	ide Dir. Voc. Services
Mailing Address: P.O. BOX 1603	
Ames Ja 500	010
Street Address 1200 MCC Armic)	ĸ
(it different)	
Telephone: 515-232-3591	Baxi
E-mail Web3	Site
	WITCHING AND
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s section requests information about your organization and the or	pes of services provided to you clients.
Which of the following best describes your agency?	
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Public Other:	
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Which service does your agency provide? (Please check all that ap	folder in the second
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Medicaid Welfare/Food Stam	DS-
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Dove	1 ((Langer and Mathematical)
Do you provide services to clients in more than one location?	apprintate processed
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Please call (515)-239-5539 to obtain permission for use.

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Hamilton County	Jewell	
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Jasper County		
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Polk County	l	
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Other- please specify		
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	Data Current As OE
Agency Name: Mary Greet	
gency Abbreviation or Acronymi m	
Contact Person Ron Smit	A CANADA AND AN
AND ADD STOLEN OF A CONTINUES.	the Title Planning + Kegenrah loans
Hores, IA	
Street Address	
(if-different)	
Telephone: (575) 237-2	415 Fax: (575) 239-5092
E-mail Smith Dage	Web Strain Lefter and and a second
minonge	web Sites www. mgme. org
Information	
	Carlo Car
the state when the second	的复数装饰的 如何说明我们就是我们的意思。
cugo requests information about you	t organization and the types of services provided to you client
tich of the following best describes yo	Non-State and State and State and State and State
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Public	Dother: City owned, non-prefit
	- 1
ich service does your agency providei	Please check all that apply)
Adult Day Care	N Mental Health
Child Day Care	Recreational/Social
Chore Services	X Rehabilitation
Congregate Nutrition	Residential Care
Counseling	Schior Care
X Edocation/Training	Sheltered Employment
Head Start	Supported Employment
K Home-Delivered Meals	Transportation
Job Placement Medicaid	Volunteer Opportunities
Medical/Dental	Welfare/Food Stamps
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you provide services to clients in more	than one incarion?
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es, please list all locations in the follo	wing counties: Boone, Dallas, Hamilton, Hardin,
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Volunteer Driver Program Basic Information





205 South Walnut Avenue, Ames IA 50010 (515) 233-2906

Transportation Services

HEARTLANI

In purtnership with Relied and Senor Volumoer Program



United Way of Story County



Recipient of Federal and State Transit monies through Heart of Iowa Regional Transit Agency

iteer Driver Program	Rider Eligibility Guidelines
wides information about what services iver program provides, who is eligible ervice, and how to arrange a ride using this service.	 Passengers must be able to navigate on their own No individuals using wheelchairs In town trips qualify Out of town and out of county trips qualify Rides must be for 2 or fewer passengers
the Volunteer Driver program	A parent or guardian must accompany all children under the age of 18
t our community members in g their desired quality of life by accessible and affordable transportation.	 Passengers must provide appropriate car booster seats for young children There are no income requirements
of Volunteer Driver Program	How to Schedule a Ride To arrange for a ride call us at-
river Program has been developed to retation needs of rural Story County. Munteers from each community to assist nunity members in receiving the n services they desire and need.	515-233-2906. All rides will be scheduled through Heartland Senior Services transit. We will contact a volunteer driver and give the passenger a return call to confirm the ride.
e as simple as going to the grocery or medical appointments.	Cost of Rides
ers are prescreened to meet MVR and direments. They also complete an on before beginning to provide rides. ispatched from Heartland Senior Public Transit department.	In town trips: \$1.50 each way Out of town trips: \$0.39 per mile Out of county trips: \$0.39 per mile A reduced fare is available based on monthly income

Heartland Transportation Volunte This brochure prov the Volunteer Driv to use the set

Purpose of th

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All of our volunteer insurance requi extensive orientatio Services F All rides are dis

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\mathcal{A}	Data Current As Of 12.7.06
Agency Name: Mid. 1	Lowa Community Action (MICA)
Agency Abbreviation of Acronym:	
Contact Person: Janelle	Alles Story Co Health Same
Mailing Address: 126 S	
Sucerduldiess Annes	
bi different)	IA SCOLO
Telephones 515. 45	6 3312 Pax: 515-956-3310
B-mail anelle	@micaonline Web Site: micAonline. Drg
ncy Information	rong
s section requests information about a	out organization and the types of services provided to you clients.
Public	Private, for-profit
Which service does your agency prove Adult Day Care Child Day Care Child Day Care Chore Services Congregate Nutrition Counseling Education/Training Head Start Home-Delivered Meals Job Placement Medicaid Medical/Denial	Other: le? (Please check all that apply) Mental Health Recreational/Social Rehabilitation Residential Care Senior Care Sincificated Employment Supported Employment Supported Employment Volunteer Opportunities Welfare/Food Stamps Others
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Dallas County	
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X Hardin County	Eldova, IA Falls
Jasper County	
Marshall County	71-
Polk County	-
Does your agency have elusibility	y requirements for clients to use your services?
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If Yes, please check all that appl	
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Disability- please spe	erify
Income-please speci	to many 1 flowent means of He income and
Other- please specify	
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buring an average week, how ma	any people visit your agency to seek service? <u>300</u>
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Mid-Iowa Community Action, Inc.

Helping People. Changing Lives. Building Communities.

Individuals served each year:

MICA's Health Services Programs: WIC Program – 2,100 (Boone & Story counties) Living With HIV Program – 25 (Story & Boone) Child and Adult Care Food Program – 225 (Story & Hamilton) Maternal Health Program – 120 (Story & Boone) Child Health Program 350 (Story)

MICA's Family Development Programs Food Pantry – 2,500 Energy Assistance & All Family Development Programs - 8,100

Story County Community Dental Clinic – 1,060

Story County Family Development Center

► Easly Head Start ▲

EHS is a home-based program for infants and toddlers up to 3 years old. Parents and children work one-onone with an Infant-Toddler Development Specialist in order to monitor and encourage developmentally appropriate behaviors. A Family Development Specialist also meets with the family for additional support in achieving self-sufficiency.

Head Stant ▲

A federally funded program for 3- and 4-year-old children which provides education, social, health, and disability services in preparation for Kindergarten. MICA manages classrooms for rural Story County with centers in Huxley, Story City, and Nevada. There is also family development support and a high emphasis on parental involvement in the development of their child.

► CACEP ▲

The Child and Adult Care Food Program helps to establish healthy eating habits for children by working directly with registered child care providers. CACFP guidelines help ensure that children's minimum nutrition needs are met by providing free education and reimbursement to providers for meals served.

· Emergency Food Program ·

Our office is fortunate to have a community-funded food pattry available to any residents of Story County in need of emergency grocieries. Our goal is to feed a family for three days with on-site, non-perishable items in combination with gift cards to local grocery stores. Families may visit a maximum of once every three months.

► Project Share ▲

In collaboration with local utility vendors, MICA manages emergency funds to prevent disconnections and restore disconnected heat and electricity services.

► UHEAP and Weatherization ▲

The Low-Income Home Energy Assistance Program (LTHEAP) runs from November 1st through April 15th each year. Families can apply to receive a one-time credit on their energy bill to help case heating costs during the cold winter months. Approved families may also qualify for weatherization services to improve home energy efficiency.

◆ Annes Parks& Recetation Scholarships ▲

Low-income Ames residents can receive scholarships for half-priced programs through Parks and Recreation. Families or individuals can sign up for a pool pass in the summer and school-aged youth can sign up for up to four instructional programs throughout the year.

► FaDSS Program ▲

The Family Development and Self-Sufficiency program is available to families receiving Family Investment Program (FIP) payments. Participants meet regularly with a Family Development Specialist who helps assess their situation, develop a vision for their future, and set goals to help them attain self-sufficiency.

➤ Healthy Futures ◆

Provides support for at-risk pregnant moms and new babies. Working closely with a Family Development Specialist, participants set goals for their life, learn parenting strategies, and become more involved in their child's education and developmental needs.

► Project Home Mission ▲

Local churches sponsor families who are struggling to achieve self-sufficiency through Project Home Mission (PHN). A Family Development Specialist works with each family in developing skills, knowledge and attitudes they need to gain control of their lives.

► Maternal & Child Health ▲

Health staff offer nutrition education, counseling, and additional health information to pregnant women and parents. Children receive immunizations, physicals, and dental screenings. Services are free or on a sliding scale.

► WIC ▲

WIC (Woman, Infants, and Children) is a nutrition education and food supplement program for expectant/nursing mothers and children under 5 years old. Dieticians, nurses, and dental hygienists provide information on breastfeeding, nutrition, women's health, and dental health.

V Living with HIV▲

Case management services are provided for individuals and families living with HIV/AIDS. Services include locating HIV doctors and prescription programs, advocating for transportation services, facilitating a support group, and offering ongoing emotional support. There are no income guidelines for this program

Community Devial Clinic A

Story County residents with no dental care may be able to receive services through the Story County Community Dental Clinic. Adults with Medicaid (Title XIX) may receive services with a \$3 copay at this time. Those without Medicaid are responsible for \$25 per visit and possibly a portion of the fees for any work done depending on income.

6-16-06

Client Transportation Service Needs Assessment Survey Data Current As Of: hunteer Agency Name: Ketin coaron Agency Abbreviation or Acronym: KSV Contact Person: Kalo Title: Mailing Address: le / Ave nic 5 Street Address (if different) Telephone: 51 Pax: E-mail KD etersporsi Web Site WWW. rsvp Volunteer . org El + Coma Agency Information This section requests information about your organization and the types of services provided to you clients. L. Which of the following best describes your agency? Private, non-profit Private, for-profit Public Otheri 2. Which service does your agency provide? (Please check all that apply) Adult Day Care Mental Health Child Day Care Recteational/Social Chore Services Rehabilitation Congregate Nutrition Residential Care Counseling Senior Care Education/Training Sheltered Employment Head Start Supported Employment Home-Delivered Meals Transportation Job Placement Volunteer Opportunities Medicald Welfare/Food Stamps Medical/Dental Other 3. Do you provide services to clients in more than one location? VYca: No If Yes, please list all locations in the following counties: Boone, Dallas, Hamilton, Hardin, Jasper, Marshall and Polk. Story + Marsha

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Agency Name:	
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If Yes, please check all that apply:	
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Income- please specify	Construction of the second
Other-please specify	
6. How many persons make up your	total client database?900
I A DEPART OF A DEPARTMENT IN THE	and the second
Of your total client database, how	many clients do you estimate are unable to drive
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7. During an average week, how man	iy people visit your agency to seek service? 4-10
制作的主义和国家的建筑的方法。	
8. How do your clients get to your ap	ency or service location (please check all that apply)
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Ride with family or frie	and the set of the set
L Agency operated transp	nontation (Does your agency provide transportation service for clients
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Staff brings them (non-	agency operated transportation)
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Other-please specify	
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Agency Name: PS 11. From your perspective, what are the transportation barriers that are preventing people from accessing service that your agency provides in the areas marked in Question 4. No sufficient transportation services are available Transportation providers are too costly Somet mes on 155 We Transportation services do not operate at the same hours as human service agencies Transportation services do no serve locations where agencies are located Transportation providers only want to serve their own clients Other (please specify) 12. Pica cribe transportation needs specific to your Please de you feel need to be addressed. curre 14. Please indicate your potential interest in becoming involved with a collaborative effort of transportation services and resources in central lowa. Yes- interested No-not interested Unsure 15. Following is a list of Human Service Agencies and/or collaborative transportation partners in the Ames Area Metropolitan Planning Organization area. Please list any other human service agencies in operation that are not included on this list. This will allow Cy-Ride to distribute this survey request to all the available Human Service Agencies. Again, please return survey by December 20, 2006 to: Shari Atwood, Transit Planner CyRide 1700 W. 6th Street Ames, IA 50014

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PREELSYV'rowing

Client Transportation Service Needs Assessment Survey Data Current As Of 12/20/06 Agency Name: Agency Abbreviation or Acronym: Contact Person: Gaseco Tatles Mailing Address: C. TU10 Street Address (if different) Telephone: 233-2903 Fax: 233-5586 E-mail Web Site: Agency Information This section requests information about your organization and the types of services provided to you dients. 1. Which of the following best describes your agency? Private, non-profit APrivate, for-profit Public Other 2. Which service does your agency provide? (Please check all that apply) Adult Day Care Mental Health Child Day Care Recreational/Social Chore Services Rehabilitation **Congregate Nutrition** Residential Care Counseling Senior Care Education/Training Sheltered Employment Head Start Supported Employment Home-Delivered Meals Transportation Job Placement Volunteer Opportunities Medicaid Welfare/Food Stamps Medical/Dental Othert 3. Do you provide services to clients in more than one location? Yes XNo. If Yes, please list all locations in the following counties: Boone, Dallas, Hamilton, Hardin, Jasper, Marshall and Polk. LANS ON BOIL titler of the

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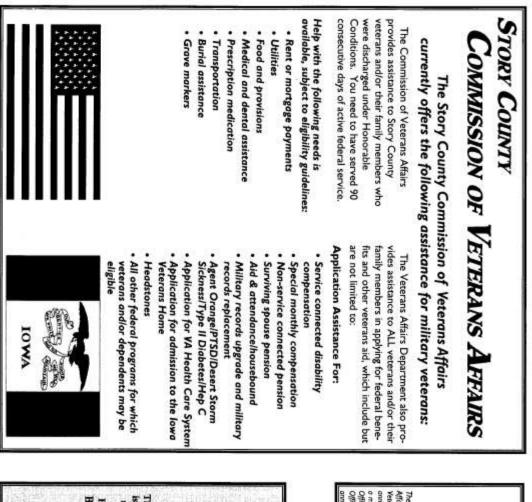
Agency Name: 11. From your perspective, what are the transportation barriers that are preventing people from accessing service that your agency provides in the areas marked in Question 4.-No sufficient transportation services are available Transportation providers are too costly. Transportation services do not operate at the same hours as human service agencies Transportation services do no serve locations where agencies are located Transportation providers only want to serve their own clients" Other (please specify) 12. Please describe transportation needs specific to your agency that you feel are NOT being Would be vice to be Able to get thems portation besites Con Iday before transportation is we a days Notize is giv 13. Please describe other transportation needs in your service area that you feel need to be addressed. 14. Please indicate your potential interest in becoming involved with a collaborative effort of transportation services and resources in central lowa. Yes- interested No- not interested Unsure 15. Following is a list of Human Service Agencies and/or collaborative transportation partners in the Ames Area Metropolitan Planning Organization area. Please list any other human service agencies in operation that are not included on this list. This will allow Cy-Ride to distribute this survey request to all the available Human Service Agencies. Again, please return survey by December 20, 2006 to: Shari Atwood, Transit Planner CyRide 1700 W. 6th Street Ames, IA 50014

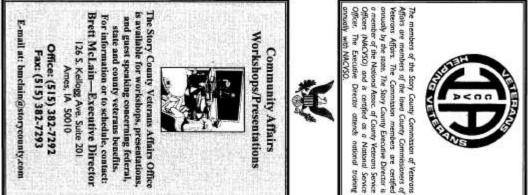
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	Data Current As Ofs December 2006
Agency Name: STORY L	OUNTY COMMUNITY HOUSING CORPORTION
gency Abbreviation or Acronymi	SUUE
Contact Person: RichARD	WEBB THE EFEC DIR
Contracting Carlos and the residue of the	s sheldon # 204
AMES	
Street Address	
(if-different)	
Telephones 292 - 36	Fax:
Email ruchbes	celticom Website: www.scelt.com
	CONTRACTOR CONTRACTOR STREET
y Information	
Fast State to Mark to P	
THE PERSON AND SHEET	A Second State of the seco
ection requests information about you	at organization and the types of services provided to you clients.
	a shall have a start of the second
hich of the following best describes y	ALL AND AND A DESCRIPTION OF A DESCRIPTION
Private, non-profit	Private, for-profit
Public	Other
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hich service does your agency provide	
Adult Day Care	Mentai Health
Child Day Care	Recreational/Social
Chore Services	Rehabilitation
Congregate Nutrition	Residential Care
Counseling	Senior Care
Education/Training	Sheltered Employment
Head Start	Supported Employment
IIome-Delivered Meals	Transportation
Job Placement	Volunteer Opportunities
Medicaid	Welfare/Food Stamps
Medical/Dental	Others hereing
	And an
you provide services to clients in mo	re than one location?
Yes XNo.	the second state of the second state of the second state of the
es, please list all locations in the follo	owing counties: Boone, Dallas, Hamilton, Hardin,
nee Marshall and Palk	
Luxiently	just Ames.
	<u> </u>

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	geographic area do you serve? (Please list all cities serviced in each county)
100000-02210-0	Boone County GTD W. 4
6.	Dallas County
CAL.	Hamilton County
	Hardin County
造用	Jasper County
y Contraction	Marshall County
的历史	Polk County
包括	Li Pols County -
5. Docs	your agency have eligibility requirements for clients to use your services? X'es INO
IEVA	, please check all that apply:
	Age- please apecify
いい語	Disability-please specify
E TOTAL	
同早期	
in the	Other-please specify
TRACK!	
TIOW	nany persons make up your total client damb ase?25
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	ir total client database, how many clients do you estimate are unable to drive
them	clves to your services? -0-
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Agency Name: SUHL 11. From your perspective, what are the transportation barriers that are preventing people from accessing service that your agency provides in the areas marked in Question 4. No sufficient transportation services are available Transportation providers are too costly. Transportation services do not operate at the same hours as human service agencies Transportation services do no serve locations where agencies are located Transportation providers only want to serve their own clients Other (please specify) student focused. two 12. Please describe transportation needs specific to your agency that you feel are NOT being met. 13. Please describe other transportation needs in your service area that you feel need to be addressed. 14. Please indicate your potential interest in becoming involved with a collaborative effort of transportation services and resources in central Jowa Yes-interested No- not interested QUINSURE Maybe 15. Following is a list of Human Service Agencies and/or collaborative transportation partners in the Ames Area Metropolitan Planning Organization area. Please list any other human service agencies in operation that are not included on this list. This will allow Cy-Ride to distribute this survey request to all the available Human Service Agencies. Again, please return survey by December 20, 2006 to: Shari Atwood, Transit Planner CyRide 1700 W. 6th Street Ames, IA 50014

Client Transportation Service Needs Assessment Survey Data Current As On 12-12-06 Agency Name: Story County Community Life Program Agency Abbreviation or Acronym: SLLLP Contact Person: Gayla Harken Title: Director Mailing Address: 10 4 5. Hazel Ave Ames, 1A 50010 Street Address (if different) Telephone: 515-956-2602 515-956-2401 Faxt E mail gharten @story county, com Web Site: Agency Information This section requests information about your organization and the types of services provided to you clients. 1. Which of the following best describes your agency? Private, non-profit Private, for-profit Public Other: 2. Which service does your agency provide? (Please check all that apply) Adult Day Care Mental Health Child Day Care Recreational/Social Chore Services Rehabilitation **Congregate Nutrition** Residential Care Counseling Senior Care Education/Training Sheltered Employment Head Start Supported Employment Home-Delivered Meals Transportation Job Placement Volunteer Opportunities Medicaid Welfare/Food Stamps Medical/Dental Other 3. Do you provide services to clients in more than one location? Vies No If Yes, please list all locations in the following counties: Boone, Dallas, Hamilton, Hardin, Jasper, Marshall and Polk. Throughout Stor

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Agency Name: What geographic area do you serve? (Ple Dallas County Hamilton County Hamilton County Jasper County	ase list all cities serviced in each county)
Boone County Dallas County Hamilton County Hardin County	
Dallas County Hamilton County Hardin County	
Hamilton County	
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BUILT TO BE THE A MARKED A TODAY AND A MOUNT AND A MARKED AND A MARKE	
L Jasper County	
NAME AND ADDRESS OF A DESCRIPTION OF A D	
Marshall County	
Polk County	A CALIFORNIA STREET, STREE
Does your agency have eligibility require Ves No	ments for clients to use your services?
If Yes, please check all that apply:	物。"我们是我们已经回答来,也是算法是这些问题。
Age-please specify	il a shall the second second
Disability- please specify	18 & older unimelod/B1
	WEINEIDD/D1
Income-please specify	· · · · · · · · · · · · · · · · · · ·
Other-please specify	A DESCRIPTION OF THE PARTY OF T
How many persons make up your total ch	ient darabase?200/yy
CART AND A REAL PROPERTY OF	
Of your total client database, how many c	lients do you estimate are unable to drive
themselves to your services? 175	
During an average week, how many peopl	le visit your agency to seek service? 75
& thereby own a vehicle to train Volunteers bring them Staff brings them (non-agency	
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Agency Name: SCLP 11. From your perspective, what are the transportation barriers that are preventing people from accessing service that your agency provides in the areas marked in Question 4. No sufficient transportation services are available "Transportation providers are too costly Transportation services do not operate at the same hours as human service agencies "Transportation services do no serve locations where agencies are located Transportation providers only want to serve their own clients-Other (please specify) 12. Please describe transportation needs specific to your agency that you feel are NOT being met. Clients get work outside of transportation areas + at times transportation doesn't run. Outside of Ames service is sometimes a scheduling Challenge 13. Please describe other transportation needs in your service area that you feel need to be addressed. 14. Please indicate your potential interest in becoming involved with a collaborative effort of transportation services and resources in central Jowa. Yes-interested No- not interested -Unsure 15. Following is a list of Human Service Agencies and/or collaborative transportation partners in the Ames Area Metropolitan Planning Organization area. Please list any other human service agencies in operation that are not included on this list. This will allow Cy-Ride to distribute this survey request to all the available Human Service Agencies. Again, please return survey by December 20, 2006 to: Shari Atwood, Transit Planner CyRide 1700 W. 6th Street Ames, IA 50014

A STATE OF A	Data Current As Of 12-4-06
Agency Name: Story (County Community Life Program
gency Abbreviation or Acronymi	CLP
The second second second second second	
Mailing Address: 104 5 +	tazel Avenue Ames, la 5090
Street Address	
e (if different)	
Telephones 515-951	5 2600 Fax 515-956 2601
E-mail	Web Site:
and the second s	The second se
Information	
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The second second second	· · · · · · · · · · · · · · · · · · ·
ction requests information about you	ut organization and the types of services provided to you clu
which filled a second	
hich of the following best describes y	
Public	Private, for-profit
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ch service does your agency provide	a) (Diana data ball data and all states at the states of the
Adult Day Care	Mental Health
Child Day Care	Recreational/Social
Chore Services	Retrabilitation
Congregate Nutrition	Residential Care
Counseling	Senior Care
Education/Training	Sheltered Employment
Head Start	Supported Employment
Home-Delivered Meals	Transportation
Job Placement	VolunteerOpportunities
Medicaid	Welfare/Food Stamps
Medical/Dental	Other
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you provide services to clients in ind	te than one location?
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within Story County	States and the second second
es, please list all locations in the follo	owing counties: Boone, Dallas, Hamilton, Hardin,
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Sphere L Harris	ase list all cities serviced in each county)	這個部行不同的心
Dallas County		
Hamilton County		
Hardin County		
Jasper County		
Marshall County		
Polk County		
Does your agency have eligibility requires	ments for clients to use your services?	
L'No	学校的 机运行工作 网络自动行行	
If Yes, please check all that apply:		
Age- please specify		
Disability- please specify	MI MR DD	
Income- please specify	and the second s	Real parties of
Other-please specify		No Sections
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During an average week, how many peopl	le visit your agency to seek service?	75
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How do your clients get to your agency or	service location (please check all that apply)	化在被使应
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Agency Name: Story County Community Life Program 11. From your perspective, what are the transportation barriers that are preventing people Program from accessing service that your agency provides in the areas marked in Question 4. No sufficient transportation services are available Transportation providers are too costly Transportation services do not operate at the same hours as human service agencies Transportation services do no serve locations where agencies are located Transportation providers only want to serve their own clients Other (please specify) 12. Please describe transportation needs specific to your agency that you feel are NOT being met 13. Please describe other transportation needs in your service area that you feel need to be addressed. 14. Please indicate your potential interest in becoming involved with a collaborative effort of transportation services and resources in central lowa. Yes- interested No- not interested Unsure 15. Following is a list of Human Service Agencies and/or collaborative transportation partners in the Ames Area Metropulitan Planning Organization area. Please list any other human service agencies in operation that are not included on this list. This will allow Cy-Ride to distribute this survey request to all the available Human Service Agencies. Again, please return survey by December 20, 2006 to: Shari Atwood, Transit Planner CyRide 1700 W. 6th Street Ames, IA 50014

Client Transport	ation Service Needs Assessment Survey
	Data Current As Of 12-5- 2001
Agency Name: Joura	
AND AND AND AND AND ANY ADDRESS AND ADDRESS AND ADDRESS AD	Department of Human Services
Agency Abbreviation or Acconym. Contact Person: £1160	
COLUMN STREET, STRE	Hunsen Tide I. M. Administrator
Mailing Address: 126.5	e Kellug a, Ste 003
-Ames-	Ta. \$\$5000
Street Address	
(if different)	Contra Cr. Da
Telephone: 515-95	DULL TO DULLE
E-mail Elancer a'c	the in smirus Websine www. dhs. State. in. us
ncy Information Resent	1/3/07 to
	en@dhs.state.ia.us
Critore	
s section requests information about yo	ut organization and the types of services provided to you clients.
Which of the following best describes y	
Private, non-profit	Brivate, for-profit
Luna	Other .
Which service does your agency provid	e? (Please check all that apply)
Adult Day Care	Mental Health
Child Day Care & paugner	
Chore Services	Rehabilitation
Congregate Nutrition	Residential Care
	Senior Care
Education/Training	Sheltered Employment
Head Start	Supported Employment
Iob Placement	Transportation (restrictions resist of expense)
Medicaid	Volunteer Opportunities Welfare/Food Stamps
Medical/Dental	Other:
	A REAL PROPERTY AND AND A REAL PROPERTY AND A REAL PROPERTY.
Do you provide services to clients in mo	are than one location?
Yes No	
CHIPTIN' THE ATTENDED	
	lowing counties: Boone, Dallas, Hamilton, Hardin,
Jasper, Marshall and Bolk.	TANK MANUAL AND A SAME A TIME DUE TO T
Hamilton (curry -	3300 Superior St., Webster City, ta Das
Hardin (brinth - 19	OI 1477 AUT, Elacra, 19 50027
Jasper County -1	15 N and Ave E., Newton, Towa Dog(8)
LIGHNARD LOADE	1 - 2010 West Stute Street, Marshallhuan
	877

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Agency Name:	DHS
. What geographic area do yo	u serve? (Please list all cities serviced in each county)
Boone County	served by other service Areq
Dallas County	and so or
Hamilton Count	Y
Hardin County	Frank Control of Contr
Jasper County	
Marshall County	
Polk County	S 11
Does your agency have eligi XYes	bility requirements for elients to use your services?
If Yes, please check all that	
PAge- please spec	
Disability- please	amount Republic la company and
Income- please s	
Other- please sp	
Const. hiered sh	- varies in program
How many persons make up	your total client database? uN/4n.own
Of your total client database.	, how many clients do you estimate are unable to drive
themselves to your services?	unknown, surmate 5%
How do your clients get to yo	2. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.
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Please complete survey by December 20, 2006

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Mailing Address 3440 AMES		AVE		
Street Address		50010	1048	
(d'different) and a				
Telephone: 515- 23	2-3426	S. D. P.Baxr	515-233-8	3813
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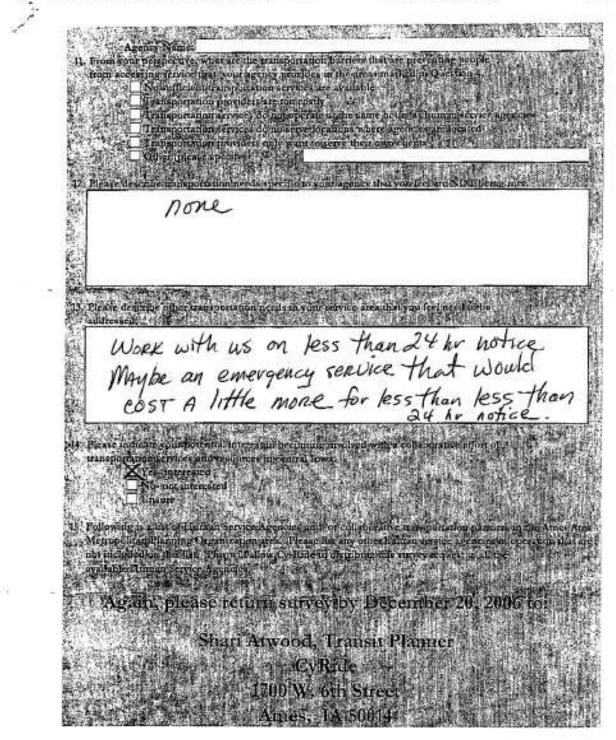
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Agency Names ABINGTON ON GRAND
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Dallas County Pi
Hamilton County
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L Hasper County A
Mashati Colory
Polk County
5. Does your agency have eligibility requirements for clients to use your services?
∏ Yes M No
If Yes, please check all that apply
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Disability please specify
Income-please specify
Other-ploase specify the set
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Of your total client database, how many clients do you estimate are unalite to drive
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Client Transportation Service Needs Assessment Survey Data Current As Of: holer Vinto Agency Name Agency Abbreviation or A Contact Person: au Title: Fa Mailing Address: DG Street Address (if different) Telephone: Fax: E-mail UNDb Site: Agency Information This section requests information about your organization and the types of services provided to you clients. 1. Which of the following best describes your agency? Private, non-profit Private, for-profit Public Other 2. Which service does your agency provide? (Please check all that apply) Adult Day Care Mental Health Child Day Care Recreational/Social Chore Services Rehabilitation Congregate Nutrition **Residential** Care Counseling Senior Care Education/Training Sheltered Employment Head Start Supported Employment Home-Delivered Meals Transportation Hob Placement Volunteer Opportunities Medicaid Welfare/Food Stamps Medical/Dental Other. 3. Do you provide services to clients in more than one location? Yes No -If Yes, please list all locations in the following counties: Boone, Dallas, Hamilton, Hardin, Jasper, Marshall and Polono

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Agency Name: Vouth	Shalter Services
	ease ligt all citics serviced in each county)
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Hardin County	
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Marshall County	11 truns
Polk County	
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If Yes, please check all that apply:	
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Disability- please specify	
Theome-please specify	RECEIVING FIP
Other-please specify	
	20
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Client Transportation Service Needs Assessment Survey Data Current As Of: 12/4/2006 Agency Names youth + She Her Services, The Agency Abbreviation or Acconym: Contact Person: Title: Mailing Address: P. D. 500/0 Street Address (if different) Telephone: Eax: 55-233-2440 E-mail Web Site: / DUDUD. 4 Ja. US Agency Information This section requests information about your organization and the types of services provided to you clients. I. Which of the following best describes your agency? Private, non-profit Private, for-profit Public Other: 2. Which service does your agency provider (Please check all that apply) Adult Day Care Mental Health Child Day Care Recreational/Social Chore Services Rehabilitation Congregate Nutrition Residential Care Counseling Senior Care Education/Training Sheltered Employment Head Start Supported Employment Home-Delivered Meals Transportation Job Placement XVolunteer Opportunities Medicaid Welface/Food Stamps Medical/Dental Other 3. Do you provide services to clients in more than one location? X Yes No If Yes, please list all locations in the following counties: Boone, Dallas, Hamilton, Hatdin, Jasper, Marshall and Polk. Boone - youth + Shater Sommes of Boone Co 105 S. Marshall Boone 50036 Hamilton 10uth 4 entel Marshall Marshal

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USS Agency Name: 4. What geographic area do you serve? (Please list all cities serviced in each county)-Boone County Madrid, Daden BOONE Box nolw Dallas County del Perry main Grames Hamilton County e De £1 Hardin County Jasper County Marshall County Marshall town Delk County Des Moines 5. Does your agency have eligibility requirements for clients to use your services? X Yes No If Yes, please check all that apply: Age-please specify Disability- please specify Income-please specify sudingfee based on income Other- please specify 6. How many persons make up your total client database? Of your total client database, how many clients do you estimate are unable to drive themselves to your services? 7. During an average week, how many people visit your agency to seek service? 8. How do your clients get to your agency or service location (please check all that apply) Drive themselves Ride with family or friends Agency operated transportation (Does your agency provide transportation service for clients. & thereby own a vehicle to transport their clients?) Volunteers bring them Staff brings thent (non-agency operated transportation Taxi (please specify): Car pool with other clients Public transportation system (please specify): Cu-Ride, Boone Co Transport Consolidated agency transportation system X Live in a group home and are transported by the group home's vehicle Another agency provides the service (please specify): Other-please specify 9. What are your agency's primary service hours? Weekdays - approximately 8:00 a.m. to 5:00 p.m. Weekdays and Weekenda - approximately 8:00 a.m. to 5:00 p.m. 24 Hours/Day -7 Days/Week Other 10. Is the transportation needed generally available to THESE clients in order for them to have complete access to the services your agency provides, when needed? Yes No

Agency Name: US 11. From your perspective, what are the transportation barriers that are preventing people from accessing service that your agency provides in the areas marked in Question 4. No sufficient transportation services are available Transportation providers are too costly Transportation services do not operate at the same hours as human service agencies Transportation services do no serve locations where agencies are located Transportation providers only want to serve their own clients Other (please specify) 12. Please describe transportation needs specific to your agency that you feel are NOT being met. 13. Please describe other transportation needs in your service area that you feel need to be addressed. 14. Please indicate your potential interest in becoming involved with a collaborative effort of transportation services and resources in central lowar Yes-interested No-not interested Unsure 15. Following is a list of Human Service Agencies and/or collaborative transportation partners in the Ames Area Metropolitan Planning Organization area. Please list any other human service agencies in operation that are not included on this list. This will allow Cy-Ride to distribute this survey request to all the available Human Service Agencies. Again, please return survey by December 20, 2006 to: Shari Atwood, Transit Planner CyRide 1700 W. 6th Street Ames, IA 50014



Carlos Alter Autor Th	Data Current As Of 12/20/04
Agency Name: Voutto 1 S	neiter Services - Healthy Futures
cocy Abbreviation or Acronym:	ISS
Contact Person: Kim Ven	
	logg Are.
Ames	#A 50010
Street Address	
(if different)	
Telephones 232.4332	Lext 410 Fax:
E-mail	Web Site:
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Child Day Care	Recreational/Social
Chore Services	Rehabilitation
Congregate Nutrition	Residential Care
Counseling	Senior Care
Education/Training	A REAL PROPERTY AND A REAL
Head Start	Sheltered Employment
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Home-Delivered Meals	Transportation
Job Placement	Volunteer Opportunities
Medicaid	Welfare/Food Stamps
Medical/Dental	X Other Family Development Senters
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Agency Name: 11. From your perspective, what are the transportation barriers that are preventing people from accessing service that your agency provides in the areas marked in Question 4. No sufficient transportation services are available Transportation providers are too costly Transportation services do not operate at the same hours as human service agencies Transportation services do no serve locations where agencies are located Transportation providers only want to serve their own clients Other (please specify) 12. Please describe transportation needs specific to your agency that you feel are NOT being met. Transportation not always available to work places. 13 Please describe other transportation needs in your tervice area that you feel need to be addressed. 14. Please indicate your potential interest in becoming involved with a collaborative effort of transportation services and resources in central Iowa. Yes- interested No- not interested Unsure. 15. Following is a list of Human Service Agencies and/or collaborative transportation partners in the Ames Area Metropolitan Planning Organization area. Please list any other human service agencies in operation that are not included on this list. This will allow Cy-Ride to distribute this survey request to all the available Human Service Agencies. Again, please return survey by December 20, 2006 to: Shari Atwood, Transit Planner CyRide 1700 W. 6th Street Ames, IA 50014